Hillsborough County Aviation Authority

MASTER CONTRACT

COMPANY: TRITECH SOFTWARE SYSTEMS

Term Date: October 3, 2019 through September 30, 2022

October 3, 2019

TABLE OF CONTENTS

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   CONTRACT

Issued: 8/5/2019
Page 2 of 25

EXHIBIT A   GSA CONTRACT GS-35F-0006U
EXHIBIT B   SYSTEM PURCHASE AGREEMENT
EXHIBIT C   SOFTWARE SUPPORT AGREEMENT
EXHIBIT D   SUBSCRIPTION SERVICE LICENSE AND USE AGREEMENT
EXHIBIT E   STATEMENT OF WORK INFORM CAD, INFORM MOBILE, AND INFORM RMS
                 WEB UPGRADE
EXHIBIT F   WORK PLAN
EXHIBIT G   COST PROPOSAL
EXHIBIT H   HARDWARE LISTING
EXHIBIT I   CONSOLIDATED PROPOSAL CORRESPONDENCE
EXHIBIT J   CLIENT POLICY P412, TRAVEL AND BUSINESS DEVELOPMENT EXPENSES
EXHIBIT K   SCRUTINIZED COMPANY CERTIFICATION
EXHIBIT L   INFORM CAD LEGACY DATA CONVERSION INCIDENT, PREMISE AND CAUTION
                 NOTES DATA IMPORT

HILLSBOROUGH COUNTY AVIATION AUTHORITY
MASTER CONTRACT

This Master-Contract "Contract" is made and entered into this ___ day of October 2019 between the Hillsborough County Aviation Authority, a public body corporate under the laws of the State of Florida whose post office address is Post Office Box 22287, Tampa, Florida 33622 "Client", and TriTech Software Systems, a California company, authorized to do business in the State of Florida, "Company" (who collectively may be referred to herein as the "Parties", or individually as a "Party").

The following terms and conditions contained in this Contract and its Exhibits represent the entire agreement between the Parties hereto and a final expression of their agreement with respect to the subject matter of this Contract which supersedes all prior written agreements, oral agreements, representations, understandings or negotiations with respect to the matters covered by this Contract.

The following documents shall comprise the agreement between the Parties concerning the subject matter of this Contract, in the event of a conflict between this Contract and an Exhibit, the body of this Contract shall take precedence; otherwise in the event of any dispute arising from or related to this Contract the following shall be the order of precedence:

    A. GSA Contract GS-35F-0006U
    B. System Purchase Agreement
    C. Software Support Agreement
    D. Subscription Service License and Use Agreement
    E. Statement of Work Inform Cad, Inform Mobile, and Inform RMS Web Upgrade
    F. Work Plan
    G. Cost Proposal
    H. Hardware Listing
    I. Proposal
    J. Client Policy P412, Travel and Business Development Expenses
    K. Scrutinized Company Certification
    L. Inform CAD Legacy Data Conversion Incident, Premise and Caution Notes Data Import

For and in consideration of the mutual covenants hereof, the Parties do hereby agree as follows:

ARTICLE 1

CONTRACT

1.01   Definitions
        The following terms will have the meanings as set forth below:

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   CONTRACT

Issued: 8/5/2019
Page 4 of 25

A. **Accounts Payable**: The unit within Client Finance Department that deals with accounts payable.

B. **Airport**: Tampa International Airport.

C. **Client Business Days**: 8:00 a.m. to 5:00 p.m., Eastern Time Zone, Monday through Friday, with the exception of Client holidays.

D. **Board**: The Hillsborough County Aviation Authority Board of Directors.

E. **CEO**: The Hillsborough County Aviation Authority Chief Executive Officer.

F. **FAA**: The U.S. Department of Transportation Federal Aviation Administration or any successor thereto.

G. **GSA**: General Services Administration.

H. **ITS**: Client Information Technology Services Department.

I. **Services:** The tasks to be performed by Company.

J. **Term**: October 3, 2019 through September 30, 2022.

K. **TSA**: The U.S. Department of Homeland Security Transportation Security Administration or any successor thereto.

ARTICLE 2

SCOPE OF WORK

2.01   Work Plan

A. Prior to the onset of any Services to be performed, Company and Client will outline each task involved, establish a schedule for completing each task, detail the associated costs, and include the names, titles, responsibilities, and resumes of Company's Personnel that will be assigned to the task in a work plan as shown in Exhibit F, Work Plan. The Work Plan schedule may go beyond the termination date of this Contract if necessary to complete the Work Plan tasks. Company will use its best efforts to ensure that each task in the Work Plan is completed on budget and on time according to the agreed upon work schedule.

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   CONTRACT

Issued: 8/5/2019
Page 5 of 25

B. Company will only begin Services upon execution of the Work Plan by Company and Client. All such Services will be executed under the applicable conditions of this Contract. No Services will be paid for unless authorized by written Work Plan prior to the performance of such Services.

C. Upon execution of the Work Plan, the Client will issue a Purchase Order to Company to perform the specific items agreed to in the Work Plan. The Client Vice President of Information Technology Services or designee will have the authority to execute any Work Plan on behalf of the Client consistent with the terms of this Contract. No Services will be initiated by Company until Company receives the Purchase Order which will include the executed Work Plan as an attachment.

ARTICLE 3

TERM

3.01   Effective Date

This Contract will become effective upon execution by Company and approval and execution by Client. This Contract may be executed in one or more counterparts, each of which will be deemed an original and all of which will be taken together and deemed to be one instrument.

3.02   Term

The Term of this Contract commences on October 3, 2019 and will continue through September 30, 2022 unless terminated earlier as provided herein.

3.03   Renewal Option

This Contract may be renewed at the same terms and conditions hereunder for two (2) discrete, one-year periods at the discretion of the Client CEO. Such renewal will be effective by issuance of a written letter to Company by Client CEO, contingent upon approval of similar renewal options exercised by GSA for GSA Contact GS-35F-0006U. If all such renewals are exercised, this Contract will have a final termination date of September 30, 2024.

ARTICLE 4

PAYMENTS

4.01   Invoices

Any invoices required by this Contract will be created and submitted by Company to Client Finance Department via Oracle iSupplier® Portal Full Access in a form acceptable to Client and will include at a minimum the invoice date, invoice amount, dates of Services, and

purchase order number. Rates shall be based on labor rates and categories listed in GSA Contract No. GS-35F-000U.

4.02   Payment Method
Company will receive electronic payments via Automated Clearing House (ACH) – VIP Supplier, ACH – Standard, ePayables, or Purchasing Card (PCard). Information regarding the electronic payment methods and processes including net terms is available on Client website at www.TampaAirport.com > Learn about TPA > Airport Business > Procurement > More Information – Electronic Payment Methods. Client reserves the right to modify the electronic payment methods and processes at any time. Company may change its selected electronic payment method during the Term of this Contract in coordination with Accounts Payable.

4.03   Payment When Services Are Terminated at the Convenience of Client
In the event of termination of this Contract for the convenience of Client, Client will compensate Company in accordance with Section 52.212-4 of the GSA Contract No. GS-35F-000U; however, in no event shall Company be entitled to any damages or remedies for wrongful termination.

4.04   Prompt Payment
Company must pay any of its subcontractor(s) who have submitted verified invoices for work already performed within ten (10) calendar days of being paid by Client. Any exception to this prompt payment provision will only be for good cause with prior written approval of Client. Failure of Company to pay any of its subcontractor(s) accordingly will be a material breach of this Contract.

ARTICLE 5

TAXES

All taxes of any kind and character payable on account of the Services furnished and work done under this Contract will be paid by Company. The laws of the State of Florida provide that sales tax and use taxes are payable by Company upon the tangible personal property incorporated in the work and such taxes will be paid by Company. Client is exempt from all State and federal sales, use and transportation taxes.

ARTICLE 6

NON-EXCLUSIVE

Company acknowledges that Client has, or may hire, others to perform Services similar to or the same as that which is within Company's Scope of Work under this Contract. Company further

acknowledges that this Contract is not a guarantee of the assignment of any work and that the assignment of work to others is solely within Client discretion.

ARTICLE 7

ACCOUNTING RECORDS AND AUDIT REQUIREMENTS

7.01   Books and Records
In connection with payments to Company under this Contract, it is agreed Company will maintain full and accurate books of account and records customarily used in this type of business operation, in conformity with Generally Accepted Accounting Principles (GAAP). Company will maintain such books and records for five years after the end of the Term of this Contract. Records include, but are not limited to, books, documents, papers, and records of Company directly pertinent to this Contract. Company will not destroy any records related to this Contract without the express written permission of Client.

7.02   Client Right to Perform Audits, Inspections, or Attestation Engagements
At any time or times during the Term of this Contract or within three years after the end of this Contract, Client, or its duly authorized representative, will be permitted to initiate and perform audits, inspections or attestation engagements over Company's records for the purpose of determining payment eligibility under this Contract or over selected operations performed by Company under this Contract for the purpose of determining compliance with this Contract.   However, any audit, inspection, or attestation engagement may not be performed within one (1) year of any previous audit, inspection, or attestation engagement.

Free and unrestricted access will be granted to all of Company's records directly pertinent to this Contract or any work order, as well as records of any subconsultants or subcontractors. Company may provide any requested documents or records in an electronic format. If Company is unable to provide documents or records in an electronic format, Company may arrange for said records to be brought or mailed to a location convenient to Client auditors to conduct the engagement as set forth in this Article. Or, Company may transport Client team to Company headquarters for purposes of undertaking said engagement during normal business hours. In such event, Company will pay reasonable costs of transportation, food and lodging for Client team. Any costs will be in compliance with Company's standard travel policy. In the event Company maintains its accounting or Contract information in electronic format, upon request by Client auditors, Company will provide a download or extract of data files in a computer readable format acceptable to Client at no additional cost. Client has the right during the engagement to interview Company's employees, subconsultants, and subcontractors, and to make photocopies of records as needed.

Company agrees to deliver or provide access to all records requested by Client auditors within twenty (20) business days of the request at the initiation of the engagement and to deliver or provide access to all other records requested during the engagement within ten (10) business days of each request. Client agrees to provide an itemized list of requested records with the date of request and subsequent return date. The Parties recognize that Client will incur additional costs if records requested by Client auditors are not provided in a timely manner and that the amount of those costs is difficult to determine with certainty. Consequently, the Parties agree Authority may assess liquidated damages in the amount of one hundred dollars ($100.00) per day, for each requested record not received. Such damages may be assessed beginning on the eleventh (11th) business day following the date the request was made. Accrual of such fee will continue until specific performance is accomplished.

Company will include a provision providing Client the same access to business records at the subconsultant and subcontractor level in all of its subconsultant and subcontractor agreements executed related to this Contract.

ARTICLE 8

INSURANCE

8.01   Insurance
Company must maintain the following limits and coverages uninterrupted or amended through the Term of this Contract. In the event Company becomes in default of the following requirements Client reserves the right to take whatever actions deemed necessary to protect its interests. Required liability policies other than Workers' Compensation/Employer's Liability and Professional Liability, will provide that Client, members of the Client's governing body, and Client officers, volunteers and employees are included as additional insured.

8.02   Required Coverage – Minimum Limits

A. Commercial General Liability Insurance
The minimum limits of insurance (inclusive of any amounts provided by an umbrella or excess policy) covering the Services performed pursuant to this Contract will be the amounts specified herein. Coverage will be provided for liability resulting out of, or in connection with, ongoing operations performed by, or on behalf of, Company under this Contract or the use or occupancy of Client premises by, or on behalf of, Company in connection with this Contract. Coverage shall be provided on a form no more restrictive than ISO Form CG 00 01. Additional insurance coverage shall be provided on a form no more restrictive than ISO Form CG 20 10 10 01 and CG 20 37 10 01.

Contract Specific

Each Occurrence $1,000,000
Personal and Advertising Injury Each Occurrence $1,000,000
Products and Completed Operations Aggregate $1,000,000

B. Workers' Compensation and Employer's Liability Insurance
The minimum limits insurance (inclusive of any amount provided by an umbrella or excess policy) are:

Part One: "Statutory"
Part Two:
Each Accident $1,000,000
Disease – Policy Limit $1,000,000
Disease – Each Employee $1,000,000

C. Business Automobile Liability Insurance
Coverage will be provided for all owned, hired and non-owned vehicles. Coverage shall be provided on a form no more restrictive than ISO Form CA 00 01.

The minimum limits of insurance (inclusive of any amounts provided by an umbrella or excess policy) covering the work performed pursuant to this Contract will be:

Each Occurrence – Bodily Injury and Property
Damage combined $1,000,000

D. Professional Liability Insurance
Such insurance will be provided on a form acceptable to Client and maintained throughout this Contract and for three years following completion of this Contract. Coverage will include all work of Company without exclusions unless approved in writing by Client. The limits of coverage will not be less than:

Each Occurrence $5,000,000
Annual Aggregate $5,000,000

Such Professional Liability Coverage must be provided on an Occurrence Form or, if on a Claims Made Form, the retroactive date must be no later than the first date of Services provided and such claims-made coverage must respond to all claims reported within three years following the period for which coverage is required and which would have been covered had the coverage been on an occurrence basis.

E. Cyber Liability & Data Storage
Company shall purchase and maintain, throughout the life of this Contract, Cyber Liability Insurance which will be used for damages resulting from any claim arising out of network security breaches and unauthorized disclosure or use of information. Such

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   CONTRACT

Issued: 8/5/2019
Page 10 of 25

Cyber Liability coverage shall also include coverage for "Event Management," including, but not limited to, costs and expenses relating to notifying effected customers/users of security breach, providing credit monitoring services, computer forensics costs, and public relations expenses, resulting from a breach of security or other compromising release of private data.

The minimum limits of liability shall be:

Each Occurrence	$5,000,000
Annual Aggregate	$5,000,000
Event Management Expenses	$5,000,000

Such Cyber Liability coverage must be provided on an Occurrence Form or, if on a Claims Made Form, the retroactive date must be no later than the first date of Services provided and such claims-made coverage must respond to all claims reported within three years following the period for which coverage is required and which would have been covered had the coverage been on an occurrence basis.

F. Waiver of Subrogation
Company, for itself and on behalf of its insurers, to the full extent permitted by law without voiding the insurance required by this Contract, waives all rights against Client, members of Client's governing body and Client officers, volunteers and employees, for damages or loss to the extent covered and paid for by any insurance maintained by Company.

8.03 Conditions of Acceptance
The insurance maintained by Company must conform at all times with the Client's Standard Procedure S250.06, Contractual Insurance Terms and Conditions, which may be amended from time to time, and is posted on the Client website at www.TampaAirport.com > Learn about TPA > Airport Business > Procurement > Additional Supplier Resources – Contractual Insurance Terms and Conditions.

ARTICLE 9

NON-DISCRIMINATION

During the performance of this Contract, Company, for itself, its assignees and successors in interest, agrees as follows:

9.01 Company will comply with the regulations relative to non-discrimination in federally assisted programs of the Department of Transportation (DOT) Title 49, Code of Federal Regulations, Part 21, as amended from time to time (hereinafter referred to as the Regulations), which are incorporated herein by reference and made a part of this Contract.

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   CONTRACT

Issued: 8/5/2019
Page 11 of 25

9.02   Civil Rights. Company, with regard to the work performed by it under this Contract, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. Company will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the Contract covers any activity, project, or program set forth in Appendix B of 49 CFR Part 21. During the performance of this Contract, Company, for itself, its assignees, and successors in interest agrees to comply with the following non-discrimination statutes and authorities, including but not limited to:

A. Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin);

B. 49 CFR part 21 (Non-discrimination In Federally-Assisted Programs of The Department of Transportation—Effectuation of Title VI of The Civil Rights Act of 1964);

C. The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);

D. Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR   part 27;

E. The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age);

F. Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex);

G. The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);

H. Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 – 12189) as implemented by Department of Transportation regulations at 49 CFR parts 37 and 38;

I. The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);

J. Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;

K. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, Company must take reasonable steps to ensure that LEP persons have meaningful access to Company's programs (70 Fed. Reg. at 74087 to 74100); and

L. Title IX of the Education Amendments of 1972, as amended, which prohibits Company from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

9.03   In all solicitations either by competitive bidding or negotiation made by the Company for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier must be notified by Company of Company's obligations under this Contract and the Regulations relative to nondiscrimination on the grounds of race, color or national origin.

9.04   Company will provide all information and reports required by the Regulations or directives issued pursuant thereto and must permit access to its books, records, accounts, other sources of information and its facilities as may be determined by Client or the FAA to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of Company is in the exclusive possession of another who fails or refuses to furnish this information, Company will so certify to Client or the FAA, as appropriate, and will set forth what efforts it has made to obtain the information.

9.05   In the event of Company's non-compliance with the non-discrimination provisions of this Contract, Client will impose such contractual sanctions as it or the FAA may determine to be appropriate, including, but not limited to, withholding of payments to Company under this Contract until Company complies, and/or cancellation, termination or suspension of this Contract, in whole or in part.

9.06   Company will include the provisions of Paragraphs 9.01 through 9.05 in every subcontract and subconsultant contract, including procurement of materials and leases of equipment, unless exempt by the Regulations or directives issued thereto. Company will take such action with respect to any subcontract or procurement as Client or the FAA may direct as a means

of enforcing such provisions, including sanctions for non-compliance. Provided, however, that in the event Company becomes involved in or is threatened with litigation with a subcontractor or supplier as a result of such direction, Company may request Client to enter into such litigation to protect the interests of Client and, in addition, Company may request the United States to enter into such litigation to protect the interests of the United States.

9.07   Company assures that, in the performance of its obligations under this Contract, it will fully comply with the requirements of 14 CFR Part 152, Subpart E (Non-Discrimination in Airport Aid Program), as amended from time to time, to the extent applicable to Company, to ensure, among other things, that no person will be excluded from participating in any activities covered by such requirements on the grounds of race, creed, color, national origin, or sex. Company, if required by such requirements, will provide assurances to Client that Company will undertake an affirmative action program and will require the same of its subconsultants.

ARTICLE 10

CLIENT APPROVALS

Except as otherwise specifically indicated elsewhere in this Contract, wherever in this Contract approvals are required to be given or received by Client, it is understood that the CEO, or designee, is hereby empowered to act on behalf of Client.

ARTICLE 11

DATA SECURITY

Company will establish and maintain safeguards against the destruction, loss or alteration of Client data or third party data that Company may gain access to or be in possession of in providing the Services of this Contract. Company will not attempt to access, and will not allow its personnel access to, Client data or third party data that is not required for the performance of the Services of this Contract by such personnel.

Company and its employees, vendors, subcontractors, and sub-consultants will adhere to and abide by the security measures and procedures established by Client and any terms of service agreed to by Client with regards to data security. In the event Company or Company's subcontractor (if any) discovers or is notified of a breach or potential breach of security relating to Client data or third party data, Company will promptly:

A.   Notify Client of such breach or potential breach; and

B. If the applicable Client data or third party data was in the possession of Company at the time of such breach or potential breach, Company will investigate and cure the breach or potential breach.

ARTICLE 12

COMPLIANCE WITH LAWS, REGULATIONS, ORDINANCES, RULES

Company, its officers, employees, agents, subcontractors, or those under its control, will at all times comply with applicable federal, state, and local laws and regulations, Client Rules and Regulations, Policies, Standard Procedures, and Operating Directives as are now or may hereinafter be prescribed by Client, all applicable health rules and regulations and other mandates whether existing or as promulgated from time to time by the federal, state, or local government, or Client including, but not limited to, permitted and restricted activities, security matters, parking, ingress and egress, environmental and storm water regulations and any other operational matters related to the operation of Airport. Company, its officers, employees, agents, subcontractors, and those under its control, will comply with safety, operational, or security measures required of Company or Client by the Federal Government including but not limited to FAA or TSA. If Company, its officers, employees, agents, subcontractors or those under its control will fail or refuse to comply with said measures and such non-compliance results in a monetary penalty being assessed against Client, then, in addition to any other remedies available to Client, Company will be responsible and will reimburse Client in the full amount of any such monetary penalty or other damages. This amount must be paid by Company within 15 days from the date of written notice.

ARTICLE 13

COMPLIANCE WITH CHAPTER 119, FLORIDA STATUTES PUBLIC RECORDS LAW

IF COMPANY HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE COMPANY'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (813) 870-8721, ADMCENTRALRECORDS@TAMPAAIRPORT.COM, HILLSBOROUGH COUNTY AVIATION AUTHORITY, P.O. BOX 22287, TAMPA FL 33622.

Company agrees in accordance with Florida Statute Section 119.0701 to comply with public records laws including the following:

A. Keep and maintain public records required by Client in order to perform the Services contemplated by this Contract.

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems

Issued: 8/5/2019
Page 15 of 25
CONTRACT

B. Upon request from Client custodian of public records, provide Client with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Fla. Stat. or as otherwise provided by law.

C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of this Contract term and following completion of this Contract.

D. Upon completion of this Contract, keep and maintain public records required by Client to perform the Services. Company shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Client, upon request from Client custodian of public records, in a format that is compatible with the information technology systems of Client.

ARTICLE 14

NOTICES AND COMMUNICATIONS

All notices or communications whether to Client or to Company pursuant hereto will be deemed validly given, served, or delivered, upon receipt by the Party by hand delivery, or three (3) days after depositing such notice or communication in a postal receptacle, or one (1) day after depositing such notice or communication with a reputable overnight courier service, and addressed as follows:

TO AUTHORITY:
(MAIL DELIVERY)
HILLSBOROUGH COUNTY AVIATION AUTHORITY
TAMPA INTERNATIONAL AIRPORT
P.O. BOX 22287
TAMPA, FLORIDA 33622-2287
ATTN: CHIEF EXECUTIVE OFFICER

TO COMPANY:
(MAIL DELIVERY)

TRITECH SOFTWARE SYSTEMS
1000 BUSINESS CENTER DRIVE
LAKE MARY, FL 32746

OR

(HAND DELIVERY)
HILLSBOROUGH COUNTY AVIATION AUTHORITY
TAMPA INTERNATIONAL AIRPORT
4160 GEORGE J. BEAN PARKWAY
SUITE 2400, ADMINISTRATION BUILDING
TAMPA, FLORIDA 33607-1470
ATTN: CHIEF EXECUTIVE OFFICER

(HAND DELIVERY)

TRITECH SOFTWARE SYSTEMS
1000 BUSINESS CENTER DRIVE
LAKE MARY, FL 32746

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   CONTRACT

Issued: 8/5/2019
Page 16 of 25

or to such other address as either Party may designate in writing by notice to the other Party delivered in accordance with the provisions of this Article.

If notice is sent through a mail system, a verifiable tracking documentation such as a certified return receipt or overnight mail tracking receipt is required.

ARTICLE 15

SUBORDINATION OF AGREEMENT

It is mutually understood and agreed that this Contract will be subordinate to the provisions of any existing or future agreement between Client and the United States of America, its Boards, Agencies, Commissions, and others, relative to the operation or maintenance of the Airport, the execution of which has been or may be required as a condition precedent to the expenditure of federal funds for the development of the Airport, and this Contract will be subordinate to the license or permit of entry which may be granted by the Secretary of Defense.

ARTICLE 16

SUBORDINATION TO TRUST AGREEMENT

This Contract and all rights of Company hereunder are expressly subject and subordinate to the terms, covenants, conditions and provisions of any Trust Agreements or other debt instruments executed by Client to secure bonds issued by, or other obligations of, Client. The obligations of Company hereunder may be pledged, transferred, hypothecated, or assigned at any time by Client to secure such obligations. Conflicts between the terms of this Contract and the provisions, covenants and requirements of the debt instruments mentioned above will be resolved in favor of the provisions, covenants and requirements of such debt instruments.

ARTICLE 17

SECURITY BADGING

Any employee of Company, or any employee of its subcontractors or agents that require unescorted access to the Security Identification Display Area (SIDA) to perform work under this Contract will be badged with an Airport identification badge (Badge) provided by Client ID Badging Department and will be subject to an FBI fingerprint-based criminal history records check (CHRC) and an annual Security Threat Assessment (STA). A Badge will not be issued to an individual until the results of the CHRC and the STA are completed and indicate that the applicant has not been convicted of a disqualifying criminal offense. If the CHRC or STA discloses a disqualifying criminal offense, the individual's badge application will be rejected. The costs of the CHRC and the annual STA will be paid by Company. These costs are subject to change without notice, and Company will be responsible for paying any increase in the costs. All badged

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems
CONTRACT
Issued: 8/5/2019
Page 17 of 25

employees of Company and its contractors or agents will comply with Client regulations regarding the use and display of Badges.

For each Badge that is lost, stolen, unaccounted for, or not returned to Client at the time of Badge expiration, employee termination, termination of this Contract, or upon written request by Client, Company will be assessed a liquidated damage fee, not as a penalty but as liquidation of a reasonable portion of damages that will be incurred by Client by failure of Company to notify Client of each Badge that is lost, stolen, unaccounted for, or not returned to Client. This liquidated damage fee will be paid by Company within ten (10) days from the date of invoice. The liquidated damage fee is subject to change without notice, and Company will be responsible for paying any increase in the liquidated damage fee. It is mutually agreed between the Parties that the assessment of the liquidated damage fee is reasonable. The Parties agree that the liquidated damages described in this paragraph are solely for the administrative burden of failure to return the Badge.

If any employee of Company is terminated or leaves Company's employment, Client must be notified immediately, and the Badge must be returned to Client promptly.

ARTICLE 18

VENUE

Venue for any action brought pursuant to this Contract will be the County or Circuit Court in Hillsborough County, Florida, or in the Tampa Division of the U.S. District Court for the Middle District of Florida.

ARTICLE 19

PROHIBITION AGAINST CONTRACTING WITH SCRUTINIZED COMPANIES

Company is required to complete Exhibit K, Scrutinized Company Certification, at the time this Contract is executed and to complete a new Exhibit K for each renewal option period, if any.

This Contract will be terminated in accordance with Florida Statute Section 287.135 if it is found that Company submitted a false Scrutinized Company Certification as provided in Florida Statute Section 287.135(5) or has been placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Scrutinized Companies that Boycott Israel List, is engaged in a boycott of Israel, or is engaged in business operations in Cuba or Syria. The termination will be subject to the dollar amount limitations included in the respective Florida Statute.

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   CONTRACT

Issued: 8/5/2019
Page 18 of 25

ARTICLE 20

RELATIONSHIP OF THE PARTIES

Company is and will be deemed to be an independent contractor and operator responsible to all parties for its respective acts or omissions, and Client will in no way be responsible therefore.

ARTICLE 21

RIGHT TO AMEND

In the event that the United States Government including but not limited to the FAA and TSA, or its successors, Florida Department of Transportation, or its successors, or any other governmental agency requires modifications or changes in this Contract as a condition precedent to the granting of funds for the improvement of the Airport, Company agrees to consent to such amendments, modifications, revisions, supplements, or deletions of any of the terms, conditions, or requirements of this Contract as may be reasonably required to obtain such funds; provided, however, that in no event will Company be required, pursuant to this paragraph, to agree to an increase in the charges provided for hereunder.

ARTICLE 22

FAA APPROVAL

This Contract may be subject to approval of the FAA. If the FAA disapproves this Contract, it will become null and void, and both Parties will bear their own expenses relative to this Contract.

ARTICLE 23

AGENT FOR SERVICE OF PROCESS

It is expressly agreed and understood that if Company is not a resident of the State of Florida, or is an association or partnership without a member or partner resident of said State, or is a foreign corporation, then in any such event Company does designate the Secretary of State, State of Florida, as its agent for the purpose of service of process in any court action between it and Client arising out of or based upon this Contract, and the service will be made as provided by the laws of the State of Florida, for service upon a non-resident. It is further expressly agreed, covenanted, and stipulated that if for any reason service of such process is not possible, and Company does not have a duly noted resident agent for service of process, as an alternative method of service of process, Company may be personally served with such process out of this State, by the certified return receipt mailing of such complaint and process or other documents to Company at the address set out hereinafter in this Contract or in the event of a foreign address, deliver by Federal Express and that such service will constitute valid service upon Company as of the date of mailing and Company will have thirty (30) days from date of mailing to respond thereto. It is further

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems

Issued: 8/5/2019
Page 19 of 25
CONTRACT

expressly understood that Company hereby agrees to the process so served, submits to the jurisdiction of the state or federal courts located in Hillsborough County, Florida, and waives any and all obligation and protest thereto, any laws to the contrary notwithstanding.

ARTICLE 24

INVALIDITY OF CLAUSES

The invalidity of any part, portion, sentence, article, paragraph, provision, or clause of this Contract will not have the effect of invalidating any other part, portion, sentence, article, paragraph, provision, or clause of this Contract, and the remainder of this Contract will be valid and enforced to the fullest extent permitted by law.

ARTICLE 25

SEVERABILITY

If any provision in this Contract is held by a court of competent jurisdiction to be invalid, the validity of the other provisions of this Contract which are severable shall be unaffected.

ARTICLE 26

HEADINGS

The headings contained herein, including the Table of Contents, are for convenience in reference and are not intended to define or limit the scope of any provisions of this Contract. If for any reason there is a conflict between content and headings, the content will control.

ARTICLE 27

COMPLETE CONTRACT

This Contract represents the complete understanding between the Parties, and any prior contracts, agreements or representations, whether written or verbal, are hereby superseded. This Contract may subsequently be amended only by written instrument signed by the Parties hereto, unless provided otherwise within the terms and conditions of this Contract.

ARTICLE 28

MISCELLANEOUS

Wherever used, the singular will include the plural, the plural the singular, and the use of any gender will include both genders.

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   CONTRACT

Issued: 8/5/2019
Page 20 of 25

ARTICLE 29

ORGANIZATION AND AUTHORITY TO ENTER INTO CONTRACT

The undersigned representative of Company hereby warrants and certifies to Client that Company is an organization in good standing in its state of registration, that it is authorized to do business in the State of Florida, and that the undersigned officer is authorized and empowered to bind the organization to the terms of this Contract by his or her signature thereto and neither Company, its officers or any holders of more than five percent (5%) of the voting stock of Company have been found in violation of Florida Statute Section 287.133, concerning Criminal Activity on Contracts with Public Entities. If Company is a corporation whose shares are not regularly and publicly traded on a recognized stock exchange, Company represents that the ownership and power to vote the majority of its outstanding capital stock belongs to and is vested in the officer or officers executing this Contract.

ARTICLE 30

OWNERSHIP OF DOCUMENTS

All documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, or other material, regardless of the physical form or characteristics made by Company or its employees in the course of Services to Client, will be and remain the property of Client.

ARTICLE 31

INDEMNIFICATION

31.01 To the maximum extent permitted by Florida law, in addition to Company's obligation to provide, pay for and maintain insurance as set forth elsewhere in this Contract, Company will indemnify and hold harmless Client, its members, officers, agents, employees, and volunteers from any and all liabilities, suits, claims, expenses, losses, costs, royalties, fines and damages (including but not limited to claims for attorney's fees and court costs) caused in whole or in part by the:

A. Presence on, use or occupancy of Client property;
B. Acts, omissions, negligence (including professional negligence and malpractice), recklessness, intentional wrongful conduct, activities, or operations;
C. Any breach of the terms of this Contract;
D. Performance, non-performance or purported performance of this Contract;
E. Violation of any law, regulation, rule or ordinance;
F. Infringement of any patent, copyright, trademark, trade dress or trade secret rights; and/or

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems

CONTRACT

Issued: 8/5/2019
Page 21 of 25

G.   Contamination of the soil, groundwater, surface water, storm water, air or the environment by fuel, gas, chemicals or any other substance deemed by the Environmental Protection Agency or other regulatory agency to be an environmental contaminant of or by Company or Company's officers, employees, agents, volunteers, subcontractors, invitees, or any other person whether the liability, suit, claim, expense, loss, cost, fines or damages is caused in part by an indemnified party.

31.02   In addition to the duty to indemnify and hold harmless, Company will have the separate and independent duty to defend Client, its members, officers, agents, employees, and volunteers from all suits, claims or actions of any nature seeking damages, equitable or injunctive relief expenses, losses, costs, royalties, fines or attorney's fees in the event the suit, claim, or action of any nature arises in whole or in part from the:

A.   Presence on, use or occupancy of Client property;
B.   Acts, omissions, negligence (including professional negligence and malpractice), recklessness, intentional wrongful conduct, activities, or operations;
C.   Any breach of the terms of this Contract;
D.   Performance, non-performance or purported performance of this Contract;
E.   Violation of any law, regulation, rule or ordinance;
F.   Infringement of any patent, copyright, trademark, trade dress or trade secret rights;
G.   Contamination of the soil, groundwater, surface water, stormwater, air or the environment by fuel, gas, chemicals or any other substance deemed by the Environmental Protection agency or other regulatory agency to be an environmental contaminant;

of or by Company or Company's officers, employees, agents, volunteers, subcontractors, invitees, or any other person directly or indirectly employed or utilized by Company regardless of whether it is caused in part by Client, its members, officers, agents, employees, or volunteers. This duty to defend exists immediately upon presentation of written notice of a suit, claim or action of any nature to Company by a party entitled to a defense hereunder.

31.03   If the above indemnity or defense provisions or any part of the above indemnity or defense provisions are limited by Fla. Stat. § 725.06(2)-(3) or Fla. Stat. § 725.08, then with respect to the part so limited, Company agrees to the following: To the maximum extent permitted by Florida law, Company will indemnify and hold harmless the Client, its members, officers, agents, employees, and volunteers from any and all liabilities, damages, losses, and costs, including, but not limited to, reasonable attorneys' fee, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of Company and persons employed or utilized by Company in the performance of this Contract.

31.04 If the above indemnity or defense provisions or any part of the above indemnity or defense provisions are limited by Florida Statute § 725.06 (1) or any other applicable law, then with respect to the part so limited the monetary limitation on the extent of the indemnification shall be the greater of the (i) monetary value of this Contract, (ii) coverage amount of Commercial General Liability Insurance required under this Contract or (iii) $1,000,000.00. Otherwise, the obligations of this Article will not be limited by the amount of any insurance required to be obtained or maintained under this Contract.

31.05 Company's obligations to defend and indemnify as described in this Article will survive the expiration or earlier termination of this Contract until it is determined by final judgment that any suit, claim or other action against Client, its members, officers, agents, employees, and volunteers its fully and finally barred by the applicable statute of limitations or repose.

31.06 In addition to the requirements stated above, to the extent required by FDOT Public Transportation Grant Agreement and to the fullest extent permitted by law, the Company shall indemnify and hold harmless the State of Florida, FDOT, including the FDOT's officers and employees, from liabilities, damages, losses and costs, including, but not limited to, reasonable attorney's fees, to the extent caused by the negligence, recklessness or intentional wrongful misconduct of the Company and persons employed or utilized by the Company in the performance of this Contract. This indemnification in this paragraph shall survive the termination of this Contract. Nothing contained in this paragraph is intended to nor shall it constitute a waiver of the State of Florida's and FDOT's sovereign immunity.

31.07 Nothing in this Article will be construed as a waiver of any immunity from or limitation of liability Client, or its members, officers, agents, employees, and volunteers may have under the doctrine of sovereign immunity under common law or statute.

31.08 Client and its members, officers, agents, employees, and volunteers reserve the right, at their option, to participate in the defense of any suit, without relieving Company of any of its obligations under this Article.

31.09 If the above Articles A - H or any part of Articles A – H are deemed to conflict in any way with any law, the Article or part of the Article will be considered modified by such law to remedy the conflict.

[The remainder of this page was intentionally left blank]

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems
CONTRACT
Issued: 8/5/2019
Page 23 of 25

IN WITNESS WHEREOF, the Parties hereto have set their hands and corporate seals on this _____ day of October 2019.

HILLSBOROUGH COUNTY AVIATION AUTHORITY

ATTEST: _____

Lesley "Les" Miller, Jr., Secretary

BY: _____

Robert I. Watkins, Chairman

Address: PO Box 22287
                 Tampa FL

Address: PO Box 22287
                 Tampa FL

WITNESS: _____

Signature

_____

Printed Name

Approved as to form for legal sufficiency:

BY: _____

David Scott Knight, Assistant General Counsel

HILLSBOROUGH COUNTY AVIATION AUTHORITY
STATE OF FLORIDA
COUNTY OF HILLSBOROUGH

The foregoing instrument was acknowledged before me this ____ day of October, 2019, by Robert I. Watkins, in the capacity of Chairman of the Board of Directors, and Lesley "Les" Miller, Jr., in the capacity of Secretary of the Board of Directors, HILLSBOROUGH COUNTY AVIATION AUTHORITY, a public body corporate under the laws of the State of Florida, on its behalf. They are personally known to me and they did not take an oath.

Stamp or Seal of Notary

_____

Signature of Notary

_____

Printed Name

_____

Date Notary Commission Expires (if not on stamp or seal)

Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   CONTRACT

Issued: 8/5/2019
Page 24 of 25

TRITECH SOFTWARE SYSTEMS

Signed in the Presence of: BY: _____
                                                              Signature

_____   _____
              Witness   Title

_____   _____
           Printed Name   Printed Name

                                                    _____
                                                          Printed Address

_____   _____
              Witness   City/State/Zip

_____
           Printed Name

TRITECH SOFTWARE SYSTEMS

STATE OF _____

COUNTY OF _____

The foregoing instrument was acknowledge before me this _ day of _____, 20__,

by _____ in the capacity of _____,
          (Individual's Name)   (Individual's Title)

at _____, a _____, on its behalf _____
          (Company Name)   (type of company)   (He is / She is)

_____ known to me and has produced _____
     (Personally / Not Personally)   (Form of Identification)

Stamp or Seal of Notary

                                                    _____
                                                       Signature of Notary

                                                    _____
                                                         Printed Name

                                                    _____
                                            Date Notary Commission Expires (if not on stamp or seal)

TRITECH SOFTWARE SYSTEMS
GENERAL SERVICES ADMINISTRATION – FEDERAL SUPPLY SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The INTERNET address for GSA Advantage!® is: GSAAdvantage.gov.

SCHEDULE TITLE:	Federal Supply Schedule 70
	General Purpose Commerical Information Technology Equipment, Software and Services
FSC GROUP:	70 – Information Technology
CONTRACT NUMBER:	GS-35F-0006U
CONTRACT PERIOD:	October 1, 2017 through September 30, 2022
CONTRACTOR:	TriTech Software Systems
	9477 Waples Street, Suite 100
	San Diego, CA 92121
	Phone: (858) 799-7000 Fax: (858) 799-7011
	Website: www.tritech.com
ADMINISTRATOR:	Roxanne Lerner
	Phone: (858) 799-7372
	Email: roxanne.lerner@tritech.com
BUSINESS SIZE:	Large

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs):

SIN	DESCRIPTION
132-32	Term Software Licenses
132-33	Perpetual Software Licenses
132-50	Training Courses
132-51	Information Technology Professional Services

Note: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

1b. LOWEST PRICE MODEL NUMBER AND PRICE FOR EACH SIN:
Please see the pricelist below for details.

1c. HOURLY RATES: N/A

2. MAXIMUM ORDER: The Maximum Order value for each Special Item Numbers (SINs) follows:

Special Item No. 132-32   Term Software Licenses is $500,000.00
Special Item No. 132-33   Perpetual Software Licenses is $1,500,000.00
Special Item No. 132-51   Information Technology Professional Services is $750,000.00
Special Item No. 132-50   Training Courses is $250,000.00.

3. MINIMUM ORDER: The minimum dollar value of orders to be issued is $500.00.

4. GEOGRAPHIC COVERAGE: 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and US Territories (domestic delivery only)

5. PRODUCTION POINT: United States

6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE: Net GSA pricing is listed in the attached pricing table. TriTech's Net GSA pricing is ten (10) percent off list price.

7. QUANTITY DISCOUNTS: None

8. PROMPT PAYMENT TERMS: None

9a. Government purchase cards *are accepted* at or below the micro-purchase threshold.

9b. Government purchase cards *are accepted* above the micro-purchase threshold.

10. FOREIGN ITEMS: None

11a. TIME OF DELIVERY:

SPECIAL ITEM NUMBER	DELIVERY TIME
132-32	TBD – In accordance with Statement of Work
132-33	TBD – In accordance with Statement of Work
132-50	TBD – In accordance with Statement of Work
132-51	TBD – In accordance with Statement of Work

11b. EXPEDITED DELIVERY: Yes (TBD – In accordance with Statement of Work and/or specific client project needs)

11c. OVERNIGHT AND 2-DAY DELIVERY: Yes (TBD – In accordance with Statement of Work and/or specific client project needs)

11d. URGENT REQUIREMENTS: When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, Customers are encouraged to contact the Contractor for the purpose of requesting accelerated delivery. If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract. Urgent requirements may be fulfilled at the Customer's activity's expense.

12. FOB POINT: Destination

13a. ORDERING ADDRESS(ES):
    TriTech Software Systems
    9477 Waples Street, Suite 100
    San Diego, CA 92121

13b. ORDERING PROCEDURES: Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.
    a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
    b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

14. PAYMENT ADDRESS(ES):
    TriTech Software Systems
    P.O. Box 203223
    Dallas, TX 75320-3223

15. WARRANTY PROVISION: Twelve (12) months from date of Go Live of project. Detailed warranty terms are set forth under the "TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33)" sections, below.

16. EXPORT PACKING CHARGES, IF APPLICABLE: N/A

17. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: No maximum limit

18. TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: N/A

19. TERMS AND CONDITIONS OF INSTALLATION: N/A

20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES: N/A

20a. TERMS AND CONDITIONS FOR ANY OTHER SERVICES: Refer to the terms and conditions set forth under the "TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33), TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (SPECIAL ITEM NUMBER 132-50), and INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)" sections, below.

21. LIST OF SERVICE AND DISTRIBUTION POINTS: N/A

22. LIST OF PARTICIPATING DEALERS: N/A

23. PREVENTIVE MAINTENANCE: N/A

24a. SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES: N/A

24b. SECTION 508 COMPLIANCE: If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following: www.tritech.com. The EIT standard can be found at: www.Section508.gov/.

25. DUNS NUMBER: 147392013

26. NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM): Registration is active and valid.

Table of Contents

INFORMATION FOR ORDERING ACTIVITIES **APPLICABLE TO ALL SPECIAL ITEM NUMBERS**	

SPECIAL NOTICE TO AGENCIES: Small Business Participation

SBA strongly supports the participation of small business concerns in the Federal Supply Schedules Program. To enhance Small Business Participation SBA policy allows agencies to include in their procurement base and goals, the dollar value of orders expected to be placed against the Federal Supply Schedules, and to report accomplishments against these goals.

For orders exceeding the micropurchase threshold, FAR 8.404 requires agencies to consider the catalogs/pricelists of at least three schedule contractors or consider reasonably available information by using the GSA Advantage!™ on-line shopping service (www.fss.gsa.gov). The catalogs/pricelists, GSA Advantage!™ and the Federal Supply Service Home Page (www.fss.gsa.gov) contains information on a broad array of products and services offered by small business concerns.

This information should be used as a tool to assist ordering activities in meeting or exceeding established small business goals. It should also be used as a tool to assist in including small, small disadvantaged, and women-owned small businesses among those considered when selecting pricelists for a best value determination.

For orders exceeding the micropurchase threshold, customers are to give preference to small business concerns when two or more items at the same delivered price will satisfy their requirement.

1.   GEOGRAPHIC SCOPE OF CONTRACT:

The Geographic Scope of Contract will be domestic delivery only. *Domestic delivery* is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

2.   PAYMENT INFORMATION:

Contractor accepts credit cards for payments equal to or less than the micro-purchase threshold for oral or written delivery orders. Credit cards may be acceptable for payment above the micro-purchase threshold at the limits described under this Section 11. In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number can be used by ordering activities to obtain technical and/or ordering assistance: <u>Technical assistance: 800.987.0911; Ordering assistance: 858.799.7000</u>

3.   LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

4.   STATISTICAL DATA FOR GOVERNMENT ORDERING OFFICE COMPLETION OF STANDARD FORM 279:

Block 9: G. Order/Modification Under Federal Schedule
Block 16: Data Universal Numbering System (DUNS) Number: <u>147392013</u>
Block 30: Type of Contractor – <u>Large Business</u>
Block 31: Woman-Owned Small Business - <u>No</u>
Block 36: Contractor's Taxpayer Identification Number (TIN): <u>95-3871079</u>

4a.   CAGE Code: <u>1NX77</u>

4b.   Contractor has registered with the Central Contractor Registration Database.

5.   **TRADE AGREEMENTS ACT OF 1979, as amended:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

6.   **FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS:** ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

6.1   **FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

6.2   **FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Supply Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

7.   CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2001)

a.   <u>Security Clearances</u>: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

b.   <u>Travel</u>: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. The Industrial Funding Fee does NOT apply to travel and per diem charges.
NOTE: Refer to FAR Part 31.205-46 Travel Costs, for allowable costs that pertain to official company business travel in regards to this contract.

c.   <u>Certifications, Licenses and Accreditations</u>: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

d.   <u>Insurance</u>: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

e.   <u>Personnel</u>: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

f.   <u>Organizational Conflicts of Interest</u>: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

g.   <u>Documentation/Standards</u>: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

h.   <u>Data/Deliverable Requirements</u>: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

i.   <u>Government-Furnished Property</u>: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

j.   <u>Availability of Funds</u>: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

k.   <u>Overtime</u>: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

8.   CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See C.1.)

9. GSA ADVANTAGE!

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

  (1) Manufacturer;

  (2) Manufacturer's Part Number; and

  (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is http://www.fss.gsa.gov/.

10. PURCHASE OF OPEN MARKET ITEMS

NOTE: Open Market Items are also known as incidental items, non-contract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if**-

  (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));

  (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;

  (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and

  (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

11. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

  (1) Time of delivery/installation quotations for individual orders;

  (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.

  (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

12. OVERSEAS ACTIVITIES

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

N/A

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

13. BLANKET PURCHASE AGREEMENTS (BPAs)

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

14. CONTRACTOR TEAM ARRANGEMENTS

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

15. INSTALLATION, DEINSTALLATION, REINSTALLATION

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of $2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall receive less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds $2,000, then the requirements of the Davis-Bacon Act apply. The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8.

16. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a)   A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b)   The following statement:
This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

17.   INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5)

a.   The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

b.   Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1)   For such period as the laws of the State in which this contract is to be performed prescribe; or

(2)   Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

c.   The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

18.   SOFTWARE INTEROPERABILITY

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at http://www.core.gov.

19.   ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

> **TERMS AND CONDITIONS APPLICABLE TO TERM SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-32), PERPETUAL SOFTWARE LICENSES (SPECIAL ITEM NUMBER 132-33) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE**

1.   INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its post acceptance rights (1) within a

reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2.   END USER LICENSE AGREEMENTS (EULA) / TERMS OF SERVICE (TOS) AGREEMENT REQUIREMENTS

The Contractor shall provide all Enterprise User License Agreements in an editable format.

3.   GUARANTEE/WARRANTY

The TriTech Software is warranted to function in substantial conformity with the TriTech documentation provided with it for a period of twelve (12) months following the date of Go Live.

3.1 During the warranty period, TriTech shall, at its option, correct reported defects, or replace the TriTech Software. During the warranty period and under annual terms of software support, Software errors will be corrected in accordance with the Software Support Agreement.

3.2 TriTech further warrants and represents that the TriTech Software does not contain any "back door", "time bomb", "Trojan horse", "worm", "drop dead device" or other program routine or hardware device inserted and intended by TriTech to provide a means of unauthorized access to, or a means of disabling or erasing any computer program or data, or otherwise disabling the TriTech Software. (Nothing herein shall be deemed to constitute a warranty against viruses. The provisions of paragraph 3.3.5, below, shall constitute the agreement of the parties with respect to viruses.) Client's sole remedy with respect to the foregoing warranty shall be to receive an Update to the TriTech Software that does not contain any of the above-described routines or devices.

3.3 If the TriTech Software is unable to function as warranted due to any one or more of the following factors, additional charges may be imposed by TriTech for actions necessary to correct or work-around such factors:

3.3.1   Modification of the TriTech Software, System Software or Equipment by Client or a third party whether or not permitted hereunder.

3.3.2   Misuse or neglect, including without limitation failure to use the TriTech Software as described in the Documentation, or other instructions provided by TriTech.

3.3.3   Software not provided by TriTech, not specified as compatible in the Documentation, or Client not following the procedures for loading third party software on a Workstation or Server as set forth in paragraph 3.6.

3.3.4   Equipment which does not meet the configuration requirements specified in the Documentation, by failure of Client to provide and maintain the site and facility requirements described in the TriTech Documentation.

3.3.5   Computer viruses that have not been introduced into Client's system by TriTech. Client shall maintain up to date virus checking software and shall check all software received from TriTech or any other person or entity for viruses before introducing that software into any part of the System including, but not limited to, Workstations or Servers. If desired by Client, TriTech will provide Updates on media rather than direct downloading to facilitate this virus checking. If, despite such check, a virus is introduced by TriTech, TriTech will provide a virus-free copy of the TriTech Software, and will, at its expense, reload said software (but not Client's data) on Client's Equipment. Client shall be responsible for reloading its data and, to that end, shall practice reasonable back-up procedures for the System to mitigate the consequences of any virus.

3.3.6   Equipment or software provided by third parties with which the TriTech Software interfaces or operates (including but not limited to system software), including but not limited to problems

caused by changes in such equipment or software. If such changes occur which require modifications or other actions with respect to the TriTech Software, such modifications or actions shall be subject to the mutual written agreement of the parties, including but not limited to, additional charges by TriTech at its then current rates for engineering and technical support.

3.3.7 If mapping information is supplied with the TriTech Software, TriTech makes no representation or warranty as to the completeness or accuracy of the mapping data provided with the TriTech Software. The completeness or accuracy of such data is solely dependent on the information supplied by the Client or the mapping database vendor to TriTech.

3.4 Problems in the TriTech Software or transmission of data caused by wireless services are not warranted by TriTech, or covered under the terms of this Agreement. Client's use of services provided by wireless service providers or carriers, and the security, privacy, or accuracy of any data provided via such services is at Client's sole risk.

3.5 Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and/or other local state, federal and/or other applicable systems.

3.6 If, at any time after installation of the System, Client desires to load on a Workstation or Server any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the then current VisiNet System Planning Document, and contact the TriTech Technical Services Department at the telephone numbers listed in the Software Support Agreement for assistance as required. Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation or Server, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client's needs or expectations. Client agrees that if the loading of such third party software degrades the performance of the System, Client shall immediately uninstall such software. Client shall absolve, discharge and release TriTech from any obligations or liabilities related to operation or performance of the System, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Agreement, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software.

3.7 TRITECH MAKES AND CLIENT RECEIVES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.

4.   LIMITATION OF LIABILITY

Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

4.1 The total liability of TriTech for any claim or damage arising under this Agreement, whether in contract, tort, by way of indemnification or under statute shall be limited to (i) direct damages which shall not exceed the license fees paid hereunder or (ii) in the case of bodily injury or property damage for which defense and indemnity coverage is provided by TriTech's insurance carrier(s), the coverage limits of such insurance.

4.2 IN NO EVENT SHALL TRITECH BE LIABLE, WHETHER IN CONTRACT OR IN TORT, FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF THE USE OR NON-USE OF THE

TRITECH SOFTWARE, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER TRITECH HAD KNOWLEDGE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

5.   TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 800.987.0911 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available during normal customer service hours from 8:00 a.m. 5:00 p.m. for all US time zones on weekdays, excluding holidays. After hours support is offered weekends, nights and holidays.

Software Errors for other than Critical or Urgent Priorities may be reported via the web portal: www.tritech.com or email: **mailto:** support@tritech.com.

6.   SOFTWARE MAINTENANCE

a.   Software maintenance as it is defined: (select software maintenance type) :

___X_____   1. Software Maintenance as a Product (SIN 132-32 or SIN 132-33)

Software maintenance as a product includes the publishing of bug/defect fixes via patches and updates/upgrades in function and technology to maintain the operability and usability of the software product. It may also include other no charge support that are included in the purchase price of the product in the commercial marketplace. No charge support includes items such as user blogs, discussion forums, on-line help libraries and FAQs (Frequently Asked Questions), hosted chat rooms, and limited telephone, email and/or web-based general technical support for user's self-diagnostics.

Software maintenance as a product does NOT include the creation, design, implementation, integration, etc. of a software package. These examples are considered software maintenance as a service.

Software Maintenance as a product is billed at the time of purchase.

b.   Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

7.   PERIODS OF TERM LICENSES (SIN 132-32)

a.   The Contractor shall honor orders for periods for the duration of the contract period or a lessor period of time.

b.   Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar day's written notice to the Contractor.

c.   Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.

d.   Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an

order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.

e.   Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

* Note: TriTech's Term Software Licenses are online option only and cannot be converted to Perpetual Software License.

8.   CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a.   The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (l0) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b.   Conversion credits which are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c.   The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d.   The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to __N/A____% of all term license payments during the period that the software was under a term license within the ordering activity.

* Note: TriTech's Term Software Licenses are online option only and cannot be converted to Perpetual Software License.

9.   TERM LICENSE CESSATION

a.   After a software product has been on a continuous term license for a period of __N/A____ * months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

b.   The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-33, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

*Note: This section is not applicable.

10.   UTILIZATION LIMITATIONS - (SIN 132-32, SIN 132-33)

a.   Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b.   When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1)   Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2)   Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database.   For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.

(3)   Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the   ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4)   The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of Disaster Recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5)   "Commercial Computer Software" may be marked with the   Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

11.   SOFTWARE CONVERSIONS - (SIN 132-32 AND SIN 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system , or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain

available as conversion credits which may be applied towards the perpetual license price of the new version.

*Note: The last sentence in this section, which refers to term license, is not applicable.

12. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

13. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.

**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.

b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATION AND RESCHEDULING

a. For training onsite at the Contractor's location, the ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.

b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.

c.   The ordering activity reserves the right to substitute one student for another up to the first day of class.

d.   In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5.   FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support or online support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions. The ordering activity must have a maintenance contract with the Contractor to receive these services.

6.   PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7.   INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.

8.   FORMAT AND CONTENT OF TRAINING

a.   The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class. Client understands that the documentation is for internal use only and will maintain copyright notices on all copies.

b.   **If applicable** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.

c.   The Contractor shall provide each student with a Certificate of Training at the completion of each training course.

d.   The Contractor shall provide the following information for each training course offered:

   (1)   The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
   (2)   The length of the course;
   (3)   Mandatory and desirable prerequisites for student enrollment;
   (4)   The minimum and maximum number of students per class;
   (5)   The locations where the course is offered;
   (6)   Class schedules; and
   (7)   Price (per student, per class (if applicable)).

e.   For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. The Industrial Funding Fee does NOT apply to travel and per diem charges.

f.   For Online Training Courses, a copy of all training material must be available for electronic download by the students.

9.   "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

Contractor may offer "No Charge" training in conjunction with the purchase and installation of hardware or software provided under this Agreement.

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND IDENTITY ACCESS MANAGEMENT PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-60F)

*****NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.*

1.   SCOPE

a.   The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b.   The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2.   PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

a.   Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b.   The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c.   Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3.   ORDER

a.   Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b.   All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a.	The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b.	The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c.	The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d.	Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

a.	The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1)	Cancel the stop-work order; or

(2)	Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b.	If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1)	The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2)	The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c.	If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d.	If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND

CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7.   RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8.   RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9.   INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10.   ORGANIZATIONAL CONFLICTS OF INTEREST

a.   Definitions.

"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b.   To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11.   INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12.   PAYMENTS

 For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments

under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

    (1) The offeror;
    (2) Subcontractors; and/or
    (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

a.   The Contractor shall provide a description of each type of IT Service offered under Special Item Numbers 132-51 IT Professional Services should be presented in the same manner as the Contractor sells to its commercial and other ordering activity customers. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles (labor categories) for those individuals who will perform the service should be provided.

b.   Pricing for all IT Professional Services shall be in accordance with the Contractor's customary commercial practices; e.g., hourly rates, monthly rates, term rates, and/or fixed prices, minimum general experience and minimum education.

TriTech will appoint a team of specialized personnel that will implement a Project under the direction of TriTech's Project Manager. The team will be multi-disciplinary and the team members may specialize in different products or Subsystems. Team members may be engaged in different phases of the Project as necessary and in some cases are involved in the Project for a limited timeframe. Any personnel changes by TriTech will be discussed with and agreed upon by the Client in advance. Such agreement will not be unreasonably withheld.

The descriptions of personnel roles noted below provide an overview of typical Project team members. Other personnel may be involved under the direction of the TriTech Project Manager in order to complete the requirements of the Project.

Commercial Job Title: Project Manager   **Hourly Rate: $157.50**

Functional Responsibility: TriTech will appoint a TriTech Project Manager as the principal TriTech contact who will be responsible for managing TriTech's responsibilities related to the implementation of the Project, as described in the Statement of Work (SOW) and within the scope of the Agreement.

The Project Manager utilizes a standardized methodology for project implementation, project management, and risk identification and management. TriTech's Project Manager is responsible for Project scheduling and management of TriTech Project personnel and applicable Subcontractor/supplier resources, budget management, identification and management of Project risks, and communication with the Client's Project team. The TriTech Project Manager will be responsible for the collaborative coordination of Client resources in an effort to ensure that avoidable Project delays will be minimized.

The Project Manager is involved in the Project beginning with the SOW development and continuing through post Go Live Project closure activities. The Project Manager will be an active participant in many of the milestone events through the course of the Project including System Orientation, Demonstration of License Functionality (DOLF), and Go Live. The Project Manager will organize a bi-weekly Project status call with the Client and necessary Project team members. Additionally, the Project Manager will provide the Client with a written Project status report on a monthly basis, as further defined in the SOW.

Minimum/General Experience: Intermediate knowledge of TriTech's suite of products.   Working knowledge of information technology (hardware, software, and telecommunications) concepts and terminology. Able to drive the resolution of technical issues and problems. Intermediate knowledge of PM concepts, best practices, and terminology. Negotiations skills as well as organizational and multi-tasking skills. Working knowledge of GAAO and TriTech accounting policies regarding revenue forecasting, financial analysis, and budgeting concepts. Team facilitation and conflict resolution skills. Leadership skills and an entrepreneurial attitude.

Minimum Education: Bachelor's degree or equivalent experience. Project Management Professional (PMP) certification. Five plus years of directly related experience.

Commercial Job Title: Systems Engineer   **Hourly Rate: $157.50**

Functional Responsibility: The Systems Engineer is responsible for two primary functions, within the scope of the Project: 1) configuration of Standard TriTech Interfaces (including configuration documentation); and 2) development of software requirements documentation for Custom Interfaces. The Systems Engineer will additionally participate in testing of each of these Subsystems. In some cases, Development Engineers may perform the role of the Systems Engineer for specialized interfaces, particularly for Records Management System (RMS) and Jail interfaces.

Minimum/General Experience: Three to five years systems engineering experience with software systems. Proficient in software requirements analysis and definition. Excellent written and oral communication skills as well as effective questioning skills to facilitate communications with the Client's technical and operational staff. Excellent ability in requirement gathering and articulating technical and functional concepts to technical and non-technical audience. Expertise in development of software test procedures and conducting software test. Experienced in SQL Server technology, advanced SQL queries, knowledge of relational databases and programming languages such as C# and VB. Experience with MS Word, MS Project, MS Visio or other diagrammatic tools also required.

Minimum Education: Bachelor of Arts/Bachelor of Science in Engineering or related field or equivalent experience required.

Commercial Job Title: Systems Administrator   **Hourly Rate: $157.50**

Functional Responsibility: Support computer network infrastructure and its associated software, including PBXs, call management systems, voicemail and video-conferencing systems. Support Help Desk calls from user base in a professional capacity. Set up user accounts on organization's servers. Run necessary system backups. Provide technical support and troubleshoot problems on LAN and data networks using Microsoft operating systems. Monitor and identify capacity and performance issues for telecom traffic to ensure continued, uninterrupted operation of telecom systems. Generate usage and network traffic reports. Modify and/or rearrange systems to accommodate additional services or changes. Assist with inspection, testing, and maintenance of infrastructure circuits, trunks, and associated wiring and cabling.

Minimum/General Experience: Strong hands-on knowledge of the configuration and optimization of server applications, telephony equipment, video teleconferencing equipment, and voice/data equipment, including SharePoint, SalesForce, Avaya, VMware, Windows Server and desk top applications. Working technical knowledge of current Internet and network protocols, operating systems, and standards. Working technical knowledge of current computer practices, protocols, and principles in call center environments, including active directory, group policies and network security. Knowledge of cabling and wiring systems, design, and installation. Ability to operate tools, components, peripherals, and testing accessories. Ability to read and interpret technical documents and procedure manuals. Ability to conduct research into telecommunications issues and products.

Minimum Education: Bachelor of Arts/Bachelor of Science in the field of Telecommunications or Computer science and/or two years equivalent work experience.

Business Analysts

Commercial Job Title: Business Analyst(s)   Hourly Rate: $157.50

Functional Responsibility: CAD Business Analyst: The Inform Computer Aided Dispatch (CAD) Business Analyst is responsible for the configuration of the CAD based on the Client's system requirements, business rules, configuration data, and reporting needs. The Business Analyst will provide consultation services to the Client with regard to the configuration and operation of CAD. The Inform CAD Business Analyst is also responsible for conducting the CAD System Orientation, Demonstration of Licensed Functionality (DOLF), performing the Acceptance Testing and providing consulting support throughout the Project implementation life cycle.

After the completion of the DOLF session, ownership for continued Code File configuration and maintenance transfers to the Client. At this stage, the Business Analyst will serve as a consultant for the Client's further configuration of the Client's CAD system until the Client's System is in live operation. These activities are described in later sections of the SOW.

The Business Analyst will be an active participant in many of the milestone events through the course of the Project and will participate in bi-weekly Project status calls, as needed.

Mobile Business Analyst: The Inform Mobile Business Analyst is responsible for the configuration of the Inform Mobile based on the Client's system requirements and the dispatch and field users' operations. The Business Analyst will provide consultation services to the Client with regard to the configuration and operation of Inform Mobile. The Inform Mobile Business Analyst is also responsible for conducting the Mobile System Orientation, performing the Acceptance Testing, delivery of Train the Trainer and Inform Mobile Administration Class, as well as providing consulting support throughout the Project implementation life cycle.

RMS, Jail, and FBR Business Analyst(s): Inform RMS, Inform Jail, and Inform FBR Business Analyst (s) participate in various activities throughout the implementation of each of these Subsystems. They are primarily responsible for conducting the System Orientation with the Client to observe and evaluate the

Client's current business practices and make recommendations for improving efficiency and areas that need to be reviewed. They also conduct the Administration training for each of these products and Functional Acceptance Testing Procedures, if included in the scope of the Agreement.

Minimum/General Experience: Three to five years' experience in the administration, management or supervision of a public safety dispatch or records organization, or as a Business Analyst, or Systems Engineering in Software industry. Advanced documentation skills, including Software Requirements Documentation, Use Case Documentation, and Test Documentation. Ability to identify, isolate, and clearly describe software and system errors, and expected behavior. Ability to effectively assess client's workflow, processes, and data to determine applicability to project deliverables and configurations.

Minimum Education: Bachelor of Science or equivalent combination of an Associate degree and at least 2 years of experience with Public Safety systems.

Commercial Job Title: GIS Analyst   Hourly Rate: $157.50

Functional Responsibility: As part of the implementation team, TriTech utilizes a Geographic Information System (GIS) Analyst that specializes in geographical Information technology. The GIS Analyst is responsible for: 1) performing an analysis and preparing a report regarding the Client's GIS source data including street centerline data, routability, and response area polygon data based on TriTech specified requirements for Inform CAD and Inform Mobile; 2) consultation services regarding converting the GIS source data for use in CAD and Mobile; 3) providing training for applicable TriTech GIS tools; and 4) preparing the one-time GIS data import for Inform CAD and Inform Mobile.

These GIS activities are intended to provide information that will allow the Client to optimize the accuracy and quality of Client GIS data during Project implementation.

Minimum/General Experience: Requires minimum of four years of work experience using ArcGIS. Knowledge of ESRI data formats and map optimization techniques. Experience with Network Analyst, ModelBuilder, geodatabase topology, and/or scripting in ArcGIS is required. Programming and/or RDBMS experience is desirable.

Minimum Education: Bachelor of Arts/Bachelor of Science in Geographic Information Systems, Computer Science, or other related field, preferred.

Commercial Job Title: Client Account Manager   Hourly Rate: $157.50

Functional Responsibility: The Client Account Manager (CAM) is an important resource to the Client throughout the life of their System after System Go Live. The CAM will be the primary contact and liaison for non-technical support issues, system changes and billing questions. They provide support for general customer service requests, manage requests for new software and services, and provide assistance with planning technology upgrades post System Go Live.

Having the CAM participate as a key Project member provides an enhanced level of continuity for the Client as they continue their relationship with TriTech.

Minimum/General Experience: Requires a minimum of 5 years of experience in technical or software field sales and integration efforts. Proven sales track-record that demonstrates consistent success in meeting or exceeding quota. Thorough understanding of Solutions Selling and its applicability. Knowledge of project management, team building, problem solving, budgeting and client relationship management.

Minimum Education: Bachelor of Arts/Bachelor of Science degree preferred, or equivalent in business, marketing, engineering, or computer science with demonstrated effort toward professional development.

Commercial Job Title: Training Specialist   Hourly Rate: $157.50

Functional Responsibility: Training for TriTech applications is provided by TriTech Training Specialists. Training staff for other products and functions will vary by the type of product and training proposed. This process is described in greater detail in the training sections of the Statement of Work, related to each of these products.

Minimum/General Experience: Experience in the area of emergency services, medical billing, and/or in a customer relations positions preferred. Must be highly professional and have excellent interpersonal skills, positive client service skills, demonstrated problem-solving skills, and strong and effective written and oral communication skills. Prior experience with training in a professional capacity is highly desired.

Minimum Education: Bachelor of Arts/Bachelor of Science degree preferred in a job-related field or its equivalent in experience and/or training.

Commercial Job Title: Client Installation Engineer (CSE)   **Hourly Rate:** $157.50

Functional Responsibility: Client Installation Engineer directly assists Project Management and Technical Services with hardware, operating system, and/or networking technical issues relating to customer systems. Researches and develops new solutions involving new or existing hardware and software. Responsibilities include successful configuration and installation of TriTech products, services, and third party applications. Job scope includes configuration of client systems, installation and testing of client interfaces and design of client network connectivity

TriTech's Client Installation Services (CIS) team is responsible for installation and integration of TriTech Software onto the system hardware that is identified for this Project. This team works closely with the Client's staff to coordinate IP and network addressing, security accounts, network connections, and remote access to the System. This process is described in greater detail in the SOW.

Minimum/General Experience: Minimum three years' experience in the area of Intel based computer hardware, Microsoft based operating systems, and Microsoft based application software. One or more years' experience with TCP/IP networking, router programming, remote access solutions. Minimum of three years' experience with MS SQL install, configuration, administration, and T-SQL knowledge. Minimum of five years' experience with Microsoft Active Directory Domains. Minimum of three years' experience with Citrix XenApp Presentation server. Minimum of three years' experience with VMware vSphere. Good interpersonal/team skills, positive customer service skills, problem-solving skills and writing skills necessary. The ability to complete required training related and technical education courses within specified time frames. Knowledge of local and wide area network design and installation. Knowledge of Web-based applications, including configuration of Internet Information Server (IIS).

Minimum Education: Associate of Science in Computer Science or Information Systems. Equivalent experience may be considered substitution. Microsoft Certified IT Professional with emphasis in Windows 2003, Windows 2008, and SQL. VMware Certification desired.

Commercial Job Title: Technical Services Engineer (TSE)   **Hourly Rate:** $157.50

Functional Responsibility: Technical Services Engineer provides second level technical support for all Client issues. Second line support includes an evaluation of the underlying cause (application, OS, DB, hardware/network, and third party products) and the development and implementation of options for solution, including but not limited to setting and database changes, installation or reinstallation of components and documentation of findings as needed for escalation to Engineering. Ensures each assigned issue is researched and resolved in a timely manner. Communicates progress to TriTech team members and first level support personnel, in order to keep clients informed. Advocates for Client issues when communicating with peer internal teams.

TriTech's Technical Services Group provides customer service functions and technical support for the Client's System during the Project and is coordinated by the Project Manager. After Go Live, the group is responsible for providing on-going support for the Client's System as defined in the Purchase Agreement and Software Support Agreement.

Minimum/General Experience: One or more years of Microsoft SQL Server Administration experience is required. Skills should include most, if not all of the following: Database Backups, Database Restores, ODBC settings, Security management, Index maintenance, SQL Server Agent and Job maintenance, Data Transformation Services. Certification desired. Three or more years of Microsoft Windows NT, 2000, XP or later operating systems is required. Skills should include: Basic OS administration, Performance trouble-shooting, Name Resolution, Basic networking skills, Managing permissions, Remote Desktop/Terminal Services. Certification desired. Excellent verbal/written communication, Client service, and problem solving skills are required. Experience with T-SQL and SQL Server Client Tools (Enterprise Manager, Query Analyzer, SQL Profiler) desired. Skills should include: Basic SQL statements and data manipulation, Stored Procedures, Relational Database Theory. Cross-functional Help Desk/IT Team experience desired. Basic level knowledge of programming languages (Visual Basic, VB.Net, C#.Net, C++, etc.) is desired.

Minimum Education: Associate of Arts in Information Technology or equivalent required. Bachelor of Arts/Bachelor of Science in Information Technology or equivalent desired. MCP Certification, MCSA, MCSE, or MCDBA desired.

USA COMMITMENT TO PROMOTE SMALL BUSINESS PARTICIPATION PROCUREMENT PROGRAMS

PREAMBLE

TriTech Software Systems provides commercial products and services to ordering activities. We are committed to promoting participation of small, small disadvantaged and women-owned small businesses in our contracts. We pledge to provide opportunities to the small business community through reselling opportunities, mentor-protégé programs, joint ventures, teaming arrangements, and subcontracting.

COMMITMENT

- To actively seek and partner with small businesses.

- To identify, qualify, mentor and develop small, small disadvantaged and women-owned small businesses by purchasing from these businesses whenever practical.

- To develop and promote company policy initiatives that demonstrate our support for awarding contracts and subcontracts to small business concerns.

- To undertake significant efforts to determine the potential of small, small disadvantaged and women-owned small business to supply products and services to our company.

- To insure procurement opportunities are designed to permit the maximum possible participation of small, small disadvantaged, and women-owned small businesses.

- To attend business opportunity workshops, minority business enterprise seminars, trade fairs, procurement conferences, etc., to identify and increase small businesses with whom to partner.

- To publicize in our marketing publications our interest in meeting small businesses that may be interested in subcontracting opportunities.

- We signify our commitment to work in partnership with small, small disadvantaged and women-owned small businesses to promote and increase their participation in ordering activity contracts. To accelerate potential opportunities please contact:

Company Contact Information:

TriTech Software Systems
9477 Waples Street, Suite 100
San Diego, CA 92121
Main Office: 858.799.7000
Toll-Free: 800.987.0911
Fax: 858.799.7015
Website:
www.tritech.com

Company Point of Contact:

Bob Koenig, Vice President of Sales
Bob.Koenig@tritech.com
Office: (858) 799-7471 Mobile: (330) 321-6529

BEST VALUE
BLANKET PURCHASE AGREEMENT
FEDERAL SUPPLY SCHEDULE

(Insert Customer Name)

In the spirit of the Federal Acquisition Streamlining Act   (ordering activity) and (Contractor) enter into a cooperative agreement to further reduce the administrative costs of acquiring commercial items from the General Services Administration (GSA) Federal Supply Schedule Contract(s) _____.

Federal Supply Schedule contract BPAs eliminate contracting and open market costs such as: search for sources; the development of technical documents, solicitations and the evaluation of offers. Teaming Arrangements are permitted with Federal Supply Schedule Contractors in accordance with Federal Acquisition Regulation (FAR) 9.6.

This BPA will further decrease costs, reduce paperwork, and save time by eliminating the need for repetitive, individual purchases from the schedule contract. The end result is to create a purchasing mechanism for the ordering activity that works better and costs less.

Signatures

_____   _____
Ordering Activity   Date   Contractor   Date

(CUSTOMER NAME)
BLANKET PURCHASE AGREEMENT

Pursuant to GSA Federal Supply Schedule Contract Number(s)_____, Blanket Purchase Agreements, the Contractor agrees to the following terms of a Blanket Purchase Agreement (BPA) EXCLUSIVELY WITH (ordering activity):

(1)   The following contract items can be ordered under this BPA. All orders placed against this BPA are subject to the terms and conditions of the contract, except as noted below:

MODEL NUMBER/PART NUMBER   *SPECIAL BPA DISCOUNT/PRICE

(2)   Delivery:

DESTINATION   DELIVERY SCHEDULES / DATES

(3)   The ordering activity estimates, but does not guarantee, that the volume of purchases through this agreement will be _____.

(4)   This BPA does not obligate any funds.

(5)   This BPA expires on _____ or at the end of the contract period, whichever is earlier.

(6)   The following office(s) is hereby authorized to place orders under this BPA:

OFFICE   POINT OF CONTACT

(7)   Orders will be placed against this BPA via Electronic Data Interchange (EDI), FAX, or paper.

(8)   Unless otherwise agreed to, all deliveries under this BPA must be accompanied by delivery tickets or sales slips that must contain the following information as a minimum:

      (a)   Name of Contractor;
      (b)   Contract Number;
      (c)   BPA Number;
      (d)   Model Number or National Stock Number (NSN);
      (e)   Purchase Order Number;
      (f)   Date of Purchase;
      (g)   Quantity, Unit Price, and Extension of Each Item (unit prices and extensions need not be shown when incompatible with the use of automated systems; provided, that the invoice is itemized to show the information); and
      (h)   Date of Shipment.

(9)   The requirements of a proper invoice are specified in the Federal Supply Schedule contract. Invoices will be submitted to the address specified within the purchase order transmission issued against this BPA.

(10)   The terms and conditions included in this BPA apply to all purchases made pursuant to it. In the event of an inconsistency between the provisions of this BPA and the Contractor's invoice, the provisions of this BPA will take precedence.

BASIC GUIDELINES FOR USING
"CONTRACTOR TEAM ARRANGEMENTS"

Federal Supply Schedule Contractors may use "Contractor Team Arrangements" (see FAR 9.6) to provide solutions when responding to an ordering activity requirements.

These Team Arrangements can be included under a Blanket Purchase Agreement (BPA). BPAs are permitted under all Federal Supply Schedule contracts.

Orders under a Team Arrangement are subject to terms and conditions or the Federal Supply Schedule Contract.

Participation in a Team Arrangement is limited to Federal Supply Schedule Contractors.

Customers should refer to FAR 9.6 for specific details on Team Arrangements.

Here is a general outline on how it works:

- The customer identifies their requirements.

- Federal Supply Schedule Contractors may individually meet the customers needs, or -

- Federal Supply Schedule Contractors may individually submit a Schedules "Team Solution" to meet the customer's requirement.

- Customers make a best value selection.

SERVICE AND DISTRIBUTION POINTS

Company Service and Distribution Center contact information:

San Diego, CA Office
(Corporate Office)

9477 Waples Street, Suite 100
San Diego, CA 92121
Phone: 858.799.7000

www.tritech.com

Email: tritechquotes@tritech.com or salesadmin@tritech.com

ACRONYMS

Application Programming Interface (API)

Automatic Call Distribution (ACD)

Automatic Location Identification (ALI)

Automatic Number Identification (ANI)

Automatic Vehicle Location (AVL)

Computer Aided Dispatch(CAD)

Computer Telephony Integration (CTI)

Demonstration of License Functionality (DOLF)

Demilitarized Zone (DMZ)

Disaster Recovery (DR)

Electronic Patient Care Record or Reporting (ePCR)

Emergency Medical Dispatcher (EMD)

Emergency Medical Services (EMS)

Field Based Reporting (FBR)

Geographical Information System (GIS)

Global Positioning System (GPS)

Move-Up Module (MUM)

Network Time Protocol (NTP)

Public Safety Answering Point (PSAP)

Push to Talk (PTT)

Records Management System (RMS)

TRITECH SOFTWARE SYSTEMS' SYSTEM IMPLEMENTATION OVERVIEW

TriTech's project implementation methodology has been refined and optimized over TriTech's more than 20 years in public safety. This standard implementation process is designed for deployment of our Commercial Off-the-Shelf (COTS) solutions for public safety customers in mission-critical environments. Implementation is further defined in the Statement of Work (SOW) that is developed with the Client during contract negotiation. This methodology is our implementation process for all of our customers/clients. An overview of the process is provided below.

TriTech's process follows the Project Management Institute's (PMI's) general guidelines for project management to deliver a high quality, cost-effective project implementation process that ensures successful implementation of the systems. TriTech's methodology includes a highly refined professional services component with a matrix engagement of specialized personnel (such as Business Analysts and Trainers) who lead a consultation-driven methodology to optimize the COTS solution for the Region's operation.

The primary project phases start with Project Initiation and Planning that focus on solution and scope definition, assembling the project teams, and planning for the project execution.

The execution phase focuses on the core approach for deployment of each system and related interface(s) and includes the following elements:

- Operational/requirements review
- Data gathering and configuration phase
- Validation of the setup
- Workflow and unit testing

This consistent approach, along with TriTech's proven training and cutover process, provides the controls that will ensure a successful project.

Project Initiation Phase

The Project Initiation phase consists of those processes that define the scope of the project and project deliverables prior to contract execution. Contract negotiation is a part of the Project Initiation phase and establishes the expectations of the Parties, and generates a comprehensive description of the project deliverables and scope. In addition, the core project teams are identified and the teams are formed.

Once the list of COTS software is finalized, TriTech will review the list with the Client and provide a list of the hardware and third-party software required to operate the TriTech applications. These recommendations will be based upon TriTech's then-current specifications. TriTech will work with the Client to finalize the list of hardware. These steps will be completed prior to contract execution.

Development of the Statement of Work (SOW) is also completed during Project Initiation. The SOW is primarily a process document that outlines the project implementation tasks of each Party's respective project team, and deliverables to be provided.

Project Planning Phase

At the onset of the Project Planning phase, the TriTech Project Manager will hold a Kick-Off meeting with the Client's project team.

Project Planning starts immediately following contract execution. This process involves gathering the project-specific information required to refine and baseline the project schedule, as well as the Project Management Plans including the Risk Management, Change Management, and Communication Management plans.

During the Project Planning phase, the teams establish a process to manage and organize the project tasks. TriTech staff will be onsite only for activities that require onsite services; certain project activities defined in the SOW will be conducted remotely. While onsite, TriTech staff will support the project from a location designated for them by the Client project team.

Project Execution Phase

Inform CAD, Inform Mobile, Inform RMS, Inform FBR, Inform Jail, Fire RMS, and the interfaces are implemented through a series of steps that are designed to ensure that the Client's operational needs are determined, the configurations are prepared and validated, and the system/interfaces are tested for proper functionality prior to deployment.

Requirements Gathering Phase

The detailed information about the operational and configuration requirements for TriTech's COTS applications is gathered through System Orientation processes for each of the applications being licensed. The System Orientation for each product includes an interactive session between TriTech's Business Analyst and a small group of Client stakeholders and operational staff at the Client's site. The primary goal of each System Orientation is to gather configuration information for the application configuration and workflow, and understanding of the Client's business rules that must be supported by the system.

System Installation

If included as part of the contract, TriTech will procure the applicable hardware and third-party software for the project listed in the contract based on TriTech's specifications.

TriTech will coordinate the location of the server and workstation hardware with the Client and obtain the remote connectivity information, IP addresses, and machine names for these machines.

TriTech will provide the Client with information regarding the general site preparation steps and requirements.

TriTech installation staff will perform all the necessary installation and configuration tasks to ensure that TriTech software is properly installed and the SQL and Windows settings are consistent with the manufacturer and TriTech specifications. After the initial installation of the hardware and delivery to the Client, the Client will assume responsibility for installing Microsoft patches and updates.

Configuration and Validation

TriTech's standard implementation process includes a number of steps to validate the systems from an operational perspective prior to the Functional Acceptance Testing (FAT). This validation step for Inform CAD, Inform RMS, and Inform Jail is the Demonstration of Licensed Functionality (DOLF). DOLF will be

performed after the System Orientation and once each of these applications is installed on the Client's equipment at the Client's site and the initial configuration of each of these applications is complete. This process will be further defined in the SOW.

Functional Acceptance Testing Process

TriTech will execute Functional Acceptance Testing (FATs) for each of the system components such as CAD, Mobile, RMS, FBR, and each of the interfaces. The purpose of the Functional Acceptance Testing is to test specific functionality and to formally document that the products provide the required agreed upon functionality.

The functional FATs follow a standard format that TriTech will submit to the Client for review and approval prior to testing. The FATs for COTS products will be based on TriTech's standard system functionality.

Training

TriTech proposes a combination of standard training classes for the Region staff that correspond to their level of involvement with the system, their role during implementation, and their anticipated use of the system after cut-over.

TriTech's standard Training courses will be provided based on the contracted applications, and conducted in accordance with the SOW and Project Schedule.

For all classes conducted at the Client's facilities, TriTech will supply the training manuals for the attendees, but will not provide pens, notebooks, projectors, microphone, or any other training equipment or aids. For classes conducted in TriTech facilities (such as the System Administration Class), TriTech will supply all equipment and training aids required.

TriTech will work with the Client project team to develop a comprehensive training plan that meets the Client's training and operational needs.

A detailed description of the TriTech training classes will be included in the Statement of Work.

Data Conversion

TriTech's approach to Data Conversion involves several steps. These steps start with an initial analysis of the data, followed by creation of a Data Conversion Plan. In order to ensure accurate conversion of the data and proper data mapping, TriTech converts an initial set to be verified by the Client prior to full conversion. Upon verification of the initial conversion, TriTech will convert the full set of data.

Cutover

TriTech proposes a team approach to the cutover of the system into the production environment. TriTech will work with the Client to define a cutover plan, including dates, sequence of system Go Lives (cutover), and steps for the cutover and responsibility for each task.

Prior to Go Live, the pre-production test data will be purged from Client's system. The equipment is staged to move into the communications center and/or units. Units and personnel are logged into the System and Interfaces are activated.

TriTech supports the Go Live at the Client's site by supplying the Project Manager, Business Analyst, Trainers, and Technical Support staff for the number of days, shifts, and staff specified in the contract. Following Go Live, support is transferred to TriTech's Technical Support staff.

System Acceptance

Upon Go Live, the Client will use the system for a thirty (30) day Reliability Test period to verify operational system and system functionality in a live environment. If no Critical or Urgent Priority Software Errors (as defined in TriTech's Software Support Agreement) are reported during such thirty (30) consecutive day period, the system shall be deemed to have achieved Final Acceptance. In the event that a Critical Priority Software Error occurs during the Reliability Test Period, TriTech shall commence actions to correct the reported error in accordance with the Software Support Agreement.

*Note: The above services are included in the negotiated project price and listed in the price list that follows . Hourly rates listed in the price list are for out of scope services not defined within the price list. A quote must be requested for out of scope services.

GSA IT 70 CONTRACT PRICING

The following pages include the contract pricing for:

SPECIAL ITEM NUMBER 132-32 –TERM SOFTWARE LICENSES

SPECIAL ITEM NUMBER 132-33 - PERPETUAL SOFTWARE LICENSES

SPECIAL ITEM NUMBER 132-50 – TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE

SPECIAL ITEM NUMBER 132-51 – INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-32 Term Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-32	IN-SW-100060-001	TriTech	N/A	IQ Search (A - 1-10 Concurrent Users) One Year Subscription	The annual subscription for the Cloud IQ for the stated number of concurrent users. This includes Search and Notifications. Analytics must be added for Dashboard. For multiple years please increase the quantity of the line item. If more than 3 years is required, you must consult senior management.	EA	US	1,980.00
132-32	IN-SW-140013-001	TriTech	N/A	TRITECH.COM IQ Search (B - 11-40 Concurrent Users) One Year Subscription	The annual subscription for the Cloud IQ for the stated number of concurrent users. This includes Search and Notifications. Analytics must be added for Reporting or Dashboard. For multiple years please increase the quantity of the line item. If more than 3 years is required, you must consult senior management.	EA	US	4,320.00
132-32	IN-SW-140014-001	TriTech	N/A	TRITECH.COM IQ Search (C - 41-250 Concurrent Users) One Year Subscription	The annual subscription for the Cloud IQ for the stated number of concurrent users. This includes Search and Notifications. Analytics must be added for Reporting or Dashboard. Customers must agree to a two-year minimum contract paying as invoiced each year. For multiple years please increase the quantity of the line item. If more than 3 years is required, you must consult senior management.	EA	US	6,480.00
132-32	IN-SW-140015-001	TriTech	N/A	TRITECH.COM IQ Search (D - 251-500 Concurrent Users) One Year Subscription	The annual subscription for the Cloud IQ for the stated number of concurrent users. This includes Search and Notifications. Analytics must be added for Reporting or Dashboard. Customers must agree to a two-year minimum contract paying as invoiced each year. For multiple years please increase the quantity of the line item. If more than 3 years is required, you must consult senior management.	EA	US	8,640.00
132-32	IN-SW-140016-001	TriTech	N/A	TRITECH.COM IQ Search (E - 501+ Concurrent Users) One Year Subscription	The annual subscription for the Cloud IQ for the stated number of concurrent users. This includes Search and Notifications. Analytics must be added for Reporting or Dashboard. This tier allows for an unlimited number of concurrent users for the purchasing entity. For multiple years please increase the quantity of the line item. If more than 3 years is required, you must consult senior management.	EA	US	13,500.00
132-32	IN-SW-140017-001	TriTech	N/A	TRITECH.COM IQ ANALYTICS 5 Concurrent User Bundle One Year Subscription	This is the annual subscription for IQ Analytics for 5 concurrent users. This subscription is for the use of Reporting and Dashboards in the Cloud IQ system. This is the minimum purchase required. You can purchase additional 5-user bundles or single concurrent user subscriptions. Concurrent users cannot be shared across agencies. A minimum of one user per agency is required.	EA	US	2,250.00
132-32	IN-SW-140018-001	TriTech	N/A	TRITECH.COM IQ ANALYTICS 5 Concurrent User Bundle One Year Subscription (Additional)	The annual subscription for additional bundles of 5 concurrent users of TRITECH.COM IQ Analytics Reporting and Dashboard. These subscriptions can be purchased in bundles of 5 concurrent users or single concurrent users after the initial 5-user bundle. Concurrent users cannot be shared across agencies A minimum of one user per agency is required.	EA	US	2,250.00
132-32	IN-SW-140019-001	TriTech	N/A	TRITECH.COM IQ Dashboard Designer 1 Concurrent User One Year Subscription	The annual subscription for one user to design existing dashboards with dash blocks. Select the quantity required if more than one user is needed. For multiple years please increase the quantity of the line item. If more than 3 years is required, you must consult senior management.	EA	US	900.00
132-32	IN-SW-140020-001	TriTech	N/A	TRITECH.COM IQ Report Writing OR Dashboard Creation Services	Custom report or dashboard writing services for TRITECH.COM Analytics. Price will be based on hours required to develop custom solution. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	157.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-32 Term Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-32	IN-SW-140021-001	TriTech	N/A	TRITECH.COM IQ API One Year Subscription (Per Site)	The per site annual subscription for the use of the TRITECH.COM IQ API. This is used to allow 3rd parties or advanced customers to develop a contribution to IQ through the API. The API only supports the entities available in IQ. If agencies wish to contribute from systems other than CAD, RMS, JAIL or 9-1-1, please consult Product Management and do not sell the API subscription. For multiple years please increase the quantity of the line item. If more than 3 years is required, you must consult senior management.	EA	US	1,800.00
132-32	IN-SW-140022-001	TriTech	N/A	Inform 4 Special Pricing for TRITECH.COM IQ (1-40 Concurrent Users) and Analytics (5 Concurrent Users) One Year Subscription	Limited time pricing for current, maintenance paying INFORM 4 customers to move to TRITECH.COM IQ. The price will be the actual annual maintenance paid by the customer or $1600, whichever is greater. This special price is the annual subscription for 1-40 concurrent IQ users and 5 concurrent Analytics users. If an agency wishes to use more than 40 concurrent users then the appropriate tier should be selected from the price list at full charge. For multiple years please increase the quantity of the line item up to three years.	EA	US	1,440.00
132-32	IN-SW-190001-001	TriTech	VOTOTH021	TRITECH.COM Data Vault Additional Server Backup Agents Annual Subscription	Genesis networks remote, hosted backup solution - annual subscription.	EA	US	225.00
132-32	IN-SW-190002-001	TriTech	VOTOTH018	TRITECH.COM Data Vault Disaster Recovery Option 100GB Annual Subscription	Genesis networks remote, hosted backup solution - annual subscription.	EA	US	4,455.00
132-32	IN-SW-190003-001	TriTech	VOTOTH019	TRITECH.COM Data Vault Disaster Recovery Option 200GB Annual Subscription	Genesis networks remote, hosted backup solution - annual subscription.	EA	US	7,065.00
132-32	IN-SW-190004-001	TriTech	VOTOTH016	TRITECH.COM Data Vault Disaster Recovery Option 20GB Annual Subscription	Genesis networks remote, hosted backup solution - annual subscription.	EA	US	1,755.00
132-32	IN-SW-190006-001	TriTech	VOTOTH020	TRITECH.COM Data Vault Disaster Recovery Option 500GB Annual Subscription	Genesis networks remote, hosted backup solution - annual subscription.	EA	US	12,150.00
132-32	IN-SW-190007-001	TriTech	VOTOTH017	TRITECH.COM Data Vault Disaster Recovery Option 50GB Annual Subscription	Genesis networks remote, hosted backup solution - annual subscription.	EA	US	2,655.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-IS-000001-001	TriTech	N/A	Inform CAD Integrated Solution	Inform Computer Aided Dispatch (CAD) Integrated Solution is a custom software interface for CAD. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50
132-33	IN-IS-000001-001-M-24	TriTech	N/A	Inform CAD Integrated Solution Maintenance 24x7	Maintenance 24x7 - Inform Computer Aided Dispatch (CAD) Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$34.65
132-33	IN-IS-000001-031	TriTech	N/A	Inform RMS v4.6+ Integrated Solution	Inform Records Management System (RMS) v4.6+ Integrated Solution is a custom software interface for RMS. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50
132-33	IN-IS-000001-031-M-24	TriTech	N/A	Inform RMS v4.6+ Integrated Solution Maintenance 24x7	Maintenance 24x7 - Inform Records Management System (RMS) v4.6+ Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$34.65
132-33	IN-IS-000001-031-M-8	TriTech	N/A	Inform RMS v4.6+ Integrated Solution Maintenance 8x5	Maintenance 8x5 - Inform Records Management System (RMS) v4.6+ Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$28.35
132-33	IN-IS-000001-051	TriTech	N/A	Inform Jail v4.6+ Integrated Solution	Inform Jail v4.6+ Integrated Solution is a custom software interface for Jail. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50
132-33	IN-IS-000001-051-M-24	TriTech	N/A	Inform Jail v4.6+ Integrated Solution Maintenance 24x7	Maintenance 24x7 - Inform Jail v4.6+ Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$34.65
132-33	IN-IS-000001-051-M-8	TriTech	N/A	Inform Jail v4.6+ Integrated Solution Maintenance 8x5	Maintenance 8x5 - Inform Jail v4.6+ Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$28.35
132-33	IN-IS-000001-056	TriTech	N/A	Inform FBR v4.6+ Integrated Solution	Inform Field Based Reporting (FBR) v4.6+ Integrated Solution is a custom software interface for FBR. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50
132-33	IN-IS-000001-056-M-24	TriTech	N/A	Inform FBR v4.6+ Integrated Solution Maintenance 24x7	Maintenance 24x7 - Inform Field Based Reporting (FBR) v4.6+ Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$34.65
132-33	IN-IS-000001-056-M-8	TriTech	N/A	Inform FBR v4.6+ Integrated Solution Maintenance 8x5	Maintenance 8x5 - Inform Field Based Reporting (FBR) v4.6+ Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$28.35
132-33	IN-IS-000001-061	TriTech	N/A	Inform 911 Integrated Solution	Inform 911 Integrated Solution is a custom software interface for 911. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50
132-33	IN-IS-000001-061-M-24	TriTech	N/A	Inform 911 Integrated Solution - Maintenance 24x7	Maintenance 24x7 - Inform 911 Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$34.65
132-33	IN-IS-000001-061-M-8	TriTech	N/A	Inform 911 Integrated Solution - Maintenance 8x5	Maintenance 8x5 - Inform 911 Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$28.35

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-IS-000001-062	TriTech	N/A	Inform Mobile Integrated Solution	Inform Mobile Integrated Solution is a custom software interface for Mobile. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50
132-33	IN-IS-000001-062-M-24	TriTech	N/A	Inform Mobile Integrated Solution - Maintenance 24x7	Maintenance 24x7 - Inform Mobile Integrated Solution. Hours must match software license hours. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$34.65
132-33	IN-SW-100000-001	TriTech	N/A	Inform 911 Position	Inform 911 is the 911 phone and administrative call handling software. This is a per position license. This does not include the workstation or server hardware or operating system software.	EA	US	$6,300.00
132-33	IN-SW-100000-001-M-24	TriTech	N/A	Inform 911 Position - Maintenance 24x7	Maintenance 24x7 - Inform 911 is the 911 phone and administrative call handling software (CTI), This is a per position license.	EA	US	$1,980.00
132-33	IN-SW-100001-001	TriTech	N/A	Inform 911 Paging	Inform 911 Paging provides alpha numeric paging functionality from the workstation. This is now included in the base price of 911.	EA	US	$0.00
132-33	IN-SW-100001-001-M-24	TriTech	N/A	Inform 911 Paging - Maintenance 24x7	Maintenance 24x7 - Inform 911 Paging provides alpha numeric paging functionality from the workstation.	EA	US	$99.00
132-33	IN-SW-100002-001	TriTech	N/A	Inform 911 Fax ALI	Inform 911 Fax ALI provides the ability to fax ALI information to a remote location. This is now included in the base price of 911.	EA	US	$0.00
132-33	IN-SW-100002-001-M-24	TriTech	N/A	Inform 911 Fax ALI - Maintenance 24x7	Maintenance 24x7 - Inform 911 Fax Automated Location Information (ALI) provides the ability to fax ALI information to a remote location.	EA	US	$99.00
132-33	IN-SW-100003-001	TriTech	N/A	Inform 911 Listener	Inform 911 Listener provides Supervisors and Trainers the ability to join a call as a participant or silent monitor. This is a per position license for those listening/joining/coaching the call.	EA	US	$450.00
132-33	IN-SW-100003-001-M-24	TriTech	N/A	Inform 911 Listener - Maintenance 24x7	Maintenance 24x7 - Inform 911 Listener provides Supervisors and Trainers the ability to join a call as a participant or silent monitor.	EA	US	$99.00
132-33	IN-SW-100004-001	TriTech	N/A	Inform 911 Analytics	Inform 911 Analytics provides historical call reporting and analysis capabilities. This is not the Inform IQ license.	EA	US	$4,500.00
132-33	IN-SW-100004-001-M-24	TriTech	N/A	Inform 911 Analytics - Maintenance 24x7	Maintenance 24x7 - Inform 911 Analytics provides historical call reporting and analysis capabilities. This is not the Inform IQ license.	EA	US	$990.00
132-33	IN-SW-100005-001	TriTech	N/A	Inform 911 Local ALI	Inform 911 Local Automated Location Information (ALI) provides an on-premise database for ALI.	EA	US	$9,000.00
132-33	IN-SW-100005-001-M-24	TriTech	N/A	Inform 911 Local ALI - Maintenance 24x7	Maintenance 24x7 - Inform 911 Local Automated Location Information (ALI) provides an on premise database for ALI.	EA	US	$1,980.00
132-33	IN-SW-100006-001	TriTech	N/A	Inform 911 Clock	Inform 911 Clock enables the ability to accept a time sync from Global Positioning System (GPS), WWV or Network Time Protocol (NTP) time server.	EA	US	$1,800.00
132-33	IN-SW-100006-001-M-24	TriTech	N/A	Inform 911 Clock - Maintenance 24x7	Maintenance 24x7 - Inform 911 Clock enables the ability to accept a time sync from Global Positioning System (GPS), WWV or Network Time Protocol (NTP) time server.	EA	US	$396.00
132-33	IN-SW-100007-001	TriTech	N/A	Inform 911 Server Software	Inform 911 Server Software is the server application for 911 Inform workstation software.	EA	US	$9,000.00
132-33	IN-SW-100007-001-M-24	TriTech	N/A	Inform 911 Server Software - Maintenance 24x7	Maintenance 24x7 - Inform 911 Server Software is the server application for Inform 911. This does not include hardware or operating system.	EA	US	$1,980.00
132-33	IN-SW-100008-001	TriTech	N/A	Inform 911 Device Display	Inform 911 Device Display is the software that enables Automated Location Information (ALI) display on a physical telephone.	EA	US	$4,500.00

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-100008-001-M-24	TriTech	N/A	Inform 911 Device Display - Maintenance 24x7	Maintenance 24x7 - Inform 911 Device Display is software that enables Automated Location Information (ALI) display on a physical telephone.	EA	US	$990.00
132-33	IN-SW-100009-001	TriTech	N/A	Inform 911 ACD	Automatic Call Distribution (ACD) module of Inform 911	EA	US	$4,500.00
132-33	IN-SW-100009-001-M-24	TriTech	N/A	Inform 911 ACD - Maintenance 24x7	Maintenance 24x7 - Automatic Call Distribution (ACD) module of Inform 911	EA	US	$990.00
132-33	IN-SW-100010-001	TriTech	N/A	Inform CAD API - Vendor	Computer Aided Dispatch (CAD) Raptor Application Programming Interface (API) for sale to a vendor, partner or other service provider.	EA	US	$13,500.00
132-33	IN-SW-100010-001-M-24	TriTech	N/A	Inform CAD API - Vendor - Maintenance 24x7	Maintenance 24x7 - Raptor Application Programming Interface (API) for sale to a vendor, partner or other service provider.	EA	US	$2,970.00
132-33	IN-SW-100011-001	TriTech	N/A	Inform Mobile AVL Only Device License	An Automatic Vehicle Location (AVL) AVL-only license for those agencies that do not require a mobile computer. Global Positioning System (GPS) device only.	EA	US	$450.00
132-33	IN-SW-100011-001-M-24	TriTech	N/A	Inform Mobile AVL Only Device License - Maintenance 24x7	Maintenance 24x7 - An Automatic Vehicle Location (AVL)-only license for those agencies that do not require a mobile computer, GPS device only.	EA	US	$99.00
132-33	IN-SW-100015-001	VisionAIR	VPWCAD005	VisionCAD Connection Manager Software License (v4.5 and prior)	This is TriTech's Computer Aided Dispatch (CAD) system, VisionCAD's E911 Interface Software License, which is required to integrate the enhanced 9-1-1 data that is provided by the Telephone Company via the 9-1-1 Controller with VisionCAD. The application also runs the Connection Manager that is required for VisionCAD to 'talk' between positions (v4.5 and prior). Please see the VisionCAD Client Installation Guide for a complete functional description. (Individual seat license)	EA	US	$1,020.60
132-33	IN-SW-100017-001	VisionAIR	VPWCAD007	VisionCAD EMD Interface Software License (v4.5 and prior)	This provides the interface between TriTech's Computer Aided Dispatch (CAD) system, VisionCAD and ProQA Emergency Medical Dispatch (EMD) software. This interface to VisionCAD allows users to give pre-arrival instructions on Medical calls by launching ProQA's EMD program that asks specific questions to determine the level of response (v4.5 and prior). Separate third-party software is required. Please see the VisionCAD Interfaces Guide for a complete functional description. (Individual seat license)	EA	US	$997.41
132-33	IN-SW-100019-001	VisionAIR	VPSCAD004	VisionCAD FireHouse Interface (v4.5 and prior)	This provides the interface between TriTech's Computer Aided Dispatch (CAD) system, VisionCAD and FIREHOUSE Records Management System (RMS) software. This interface provides telecommunicators the ability to query and view the resulting data sets from the FIREHOUSE RMS Software Occupancy database. The information returned from FIREHOUSE that displays in VisionCAD includes address and building information from the occupancy record, contact information for each occupancy contact, the associated preplan codes, and preplan information (v4.5 and prior). Separate third-party software is required. Please see the VisionCAD Interfaces Guide for a complete functional description (site license)	EA	US	$6,480.00
132-33	IN-SW-100020-001	VisionAIR	VPWCAD001	VisionCAD License (Call Taker, Dispatch, Supervisor) (v4.5 and prior)	This is TriTech's Computer Aided Dispatch (CAD) system, VisionCAD, which is a client/server application that enables communications centers to increase productivity and reduce response time. VisionCAD helps ensure that the right resources are on scene as quickly as possible while taking into account the safety of responding units. VisionCAD is designed to function within a single agency or in a multi-agency environment (v4.5 and prior). Please see the VisionCAD Telecommunicator User's Guide and the VisionCAD System Administrator User's Guide for a complete functional description. (Individual seat license)	EA	US	$6,804.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-100021-001	VisionAIR	VPWCAD003	VisionCAD Monitor Software License (v4.5 and prior)	This is TriTech's Computer Aided Dispatch (CAD) system, VisionCAD's Monitor Software License, which is a read-only version of the VisionCAD client software for monitoring call and unit activity from remote locations (v4.5 and prior). Please see the VisionCAD Telecommunicator User's Guide for a complete functional description. (Individual seat license)	EA	US	$527.73
132-33	IN-SW-100022-001	VisionAIR	VPWCAD006	VisionCAD Paging Link Software License (v4.5 and prior)	This provides the interface between TriTech's Computer Aided Dispatch (CAD) system, VisionCAD and NotePage. With VisionCAD and the NotePage paging solution, a communications center can predefine key fields in VisionCAD to automatically send alphanumeric pages to the appropriate personnel during a dispatch event. Separate third-party software is required (v4.5 and prior). Please see the VisionCAD Interfaces Guide for a complete functional description. (Individual seat license)	EA	US	$1,020.60
132-33	IN-SW-100024-001	VisionAIR	VPSCAD005	VisionCAD Server Access License (v4.5 and prior)	This is TriTech's Computer Aided Dispatch (CAD) system, VisionCAD, which is a client/server application that enables communications centers to increase productivity and reduce response time. VisionCAD helps ensure that the right resources are on scene as quickly as possible while taking into account the safety of responding units. VisionCAD is designed to function within a single agency or in a multi-agency environment (v4.5 and prior). Please see the VisionCAD Telecommunicator User's Guide and the VisionCAD System Administrator User's Guide for a complete functional description. (server site license)	EA	US	$2,970.00
132-33	IN-SW-100025-001	VisionAIR	VPSCAD001	VisionCAD Server Software License <50 K Pop (v4.5 and prior)	This is TriTech's Computer Aided Dispatch (CAD) system, VisionCAD, which is a client/server application that enables communications centers to increase productivity and reduce response time. VisionCAD helps ensure that the right resources are on scene as quickly as possible while taking into account the safety of responding units. VisionCAD is designed to function within a single agency or in a multi-agency environment (v4.5 and prior). Please see the VisionCAD Telecommunicator User's Guide and the VisionCAD System Administrator User's Guide for a complete functional description. (server site license)	EA	US	$18,783.66
132-33	IN-SW-100026-001	VisionAIR	VPSCAD003	VisionCAD Server Software License 150,001 - 300 K Pop (v4.5 and prior)	This is TriTech's Computer Aided Dispatch (CAD) system, VisionCAD, which is a client/server application that enables communications centers to increase productivity and reduce response time. VisionCAD helps ensure that the right resources are on scene as quickly as possible while taking into account the safety of responding units. VisionCAD is designed to function within a single agency or in a multi-agency environment (v4.5 and prior). Please see the VisionCAD Telecommunicator User's Guide and the VisionCAD System Administrator User's Guide for a complete functional description. (server site license)	EA	US	$54,000.00
132-33	IN-SW-100027-001	VisionAIR	VPSCAD002	VisionCAD Server Software License 50 - 150 K Pop (v4.5 and prior)	This is TriTech's Computer Aided Dispatch (CAD) system, VisionCAD, which is a client/server application that enables communications centers to increase productivity and reduce response time. VisionCAD helps ensure that the right resources are on scene as quickly as possible while taking into account the safety of responding units. VisionCAD is designed to function within a single agency or in a multi-agency environment (v4.5 and prior). Please see the VisionCAD Telecommunicator User's Guide and the VisionCAD System Administrator User's Guide for a complete functional description. (server site license)	EA	US	$32,400.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-100028-001	VisionAIR	VPWCAD008	VisionCAD Tear and Go Printing Software License (v4.5 and prior)	This is TriTech's Computer Aided Dispatch (CAD) system, VisionCAD's Tear and Go (Rip and Run) Printing License, which allows call data to be sent to a remote printer. This must be installed on a designated workstation on the network. The VisionCAD workstations send the print jobs through a network computer to the printers on a TCP/IP network (v4.5 and prior). Please see the VisionCAD Interfaces Guide for a complete functional description. (Individual seat license)	EA	US	$1,020.60
132-33	IN-SW-100032-001	VisionAIR	VPWCAD004	VisionCAD GeoRelay Software License (v4.5 and prior)	This is the GeoRelay Software License, which enables third-party mapping software to communicate with TriTech's Computer Aided Dispatch (CAD) system, VisionCAD server for basic mapping operations. This is the required piece when quoting GeoLynx (v4.5 and prior). Please see the VisionCAD Relay Installation, Set Up, and User's Guide for a complete functional description. (Individual seat license)	EA	US	$1,020.60
132-33	IN-SW-100033-001	VisionAIR	VPWMBL003	VisionMOBILE AVL Software License (v4.5 and prior)	This is VisionMOBILE's In-Car Mapping with Automatic Vehicle Location (AVL) Software License, which enables VisionCAD calls for service and units to plot on a map and route information to display (v4.5 and prior). Please see the VisionMOBILE Client User's Guide for a complete functional description. (Individual seat license)	EA	US	$333.79
132-33	IN-SW-100037-001	VisionAIR	VPWMBL005	VisionMOBILE Fire Vehicle Workstation Software License (v4.5 and prior)	This is TriTech's VisionMOBILE Data System for Fire Personnel, VisionMOBILE FIRE, which is a client/server application that utilizes wireless communications to transfer data from VisionCAD and VisionFIRE to users in the field and at fire stations. VisionMOBILE FIRE users can update site, water source, National Fire Incident Reporting System (NFIRS) reports, and hose information in VisionFIRE. Additionally, users have the ability to communicate with dispatch, including silent dispatch capabilities. Ultimately, the end user is provided direct access to important data, direct access with dispatch, and the ability to communicate with other responders (v4.5 and prior). Please see the VisionMOBILE Client User's Guide for a complete functional description. (Individual seat license)	EA	US	$1,203.66
132-33	IN-SW-100038-001	VisionAIR	VPSMBL008	VisionMOBILE FireHouse Interface (v4.5 and prior)	This provides the interface between VisionMOBILE and FIREHOUSE Records Management System (RMS) software. This Interface provides fire fighters the ability to query and view the resulting data sets from the FIREHOUSE RMS Software Occupancy database. The information returned from FIREHOUSE that displays in VisionMOBILE FIRE includes address and building information from the occupancy record, contact information for each occupancy contact, the associated preplan codes, and preplan information. Separate third-party software is required (v4.5 and prior). Please see the VisionMOBILE FIREHOUSE Interface Guide for a complete functional description. (site license)	EA	US	$6,480.00
132-33	IN-SW-100039-001	VisionAIR	VPWMBL001	VisionMOBILE Law Vehicle Workstation Software License (v4.5 and prior)	This is TriTech's VisionMOBILE Data System for Law Enforcement, VisionMOBILE LAW, which is a client/server application that keeps officers in the field connected with access to TriTech's Computer Aided Dispatch (CAD) system, VisionCAD dispatch information from their laptops. Over a wireless network, through a powerful message switch, officers can retrieve call information, update incident records and unit status, run queries against VisionRMS (Records Management System) and state and federal data stores. Running communication over a secure wireless connection protects sensitive data from unauthorized access (v4.5 and prior). Please see the VisionMOBILE Client User's Guide for a complete functional description. (Individual seat license)	EA	US	$1,231.65

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-100041-001	VisionAIR	VPSMBL001	VisionMOBILE Server Software License < 50 K Pop (v4.5 and prior)	This is TriTech's VisionMOBILE Data System, VisionMOBILE, which is a client/server application that keeps officers in the field connected with access to TriTech's Computer Aided Dispatch (CAD) system, VisionCAD dispatch information from their laptops. Over a wireless network, through a powerful message switch, officers can retrieve call information, update incident records and unit status, run queries against VisionRMS (Records Management System) and state and federal data stores. Running communication over a secure wireless connection protects sensitive data from unauthorized access (v4.5 and prior). Please see the VisionMOBILE Message Switch User's Guide for a complete functional description. (server site license)	EA	US	$18,144.00
132-33	IN-SW-100042-001	VisionAIR	VPSMBL003	VisionMOBILE Server Software License 150,001 - 300 K Pop (v4.5 and prior)	This is TriTech's VisionMOBILE Data System, VisionMOBILE, which is a client/server application that keeps officers in the field connected with access to VisionCAD dispatch information from their laptops. Over a wireless network, through a powerful message switch, officers can retrieve call information, update incident records and unit status, run queries against VisionRMS (Records Management System) and state and federal data stores. Running communication over a secure wireless connection protects sensitive data from unauthorized access (v4.5 and prior). Please see the VisionMOBILE Message Switch User's Guide for a complete functional description. (server site license)	EA	US	$54,000.00
132-33	IN-SW-100043-001	VisionAIR	VPSMBL002	VisionMOBILE Server Software License 50 - 150 K Pop (v4.5 and prior)	This is TriTech's VisionMOBILE Data System, VisionMOBILE, which is a client/server application that keeps officers in the field connected with access to VisionCAD dispatch information from their laptops. Over a wireless network, through a powerful message switch, officers can retrieve call information, update incident records and unit status, run queries against VisionRMS (Records Management System) and state and federal data stores. Running communication over a secure wireless connection protects sensitive data from unauthorized access (v4.5 and prior). Please see the VisionMOBILE Message Switch User's Guide for a complete functional description. (server site license)	EA	US	$27,216.00
132-33	IN-SW-100045-001	TriTech	N/A	Inform CAD Disaster Recovery System (Add-on)	This represents the software portion of a Disaster Recovery (DR) System sold after an initial system sale. Select the configuration services for the interfaces required.	EA	US	$8,550.00
132-33	IN-SW-100046-001	TriTech	N/A	Inform CAD Test or Training System (Add-on)	This represents the software portion of a Test or Training system sold after and initial system sale. Select the configuration services for the interfaces required.	EA	US	$8,550.00
132-33	IN-SW-100047-001	TriTech	N/A	Inform Mobile Disaster Recovery System (Add-on)	Adding on to an already deployed system. This includes software for an Inform Mobile DR system. Write in hardware quote must include the hardware. Services are required.	EA	US	$8,550.00
132-33	IN-SW-100048-001	TriTech	N/A	Inform Mobile Test or Training System (Add-on)	Adding on to an already deployed system. This includes software for an Inform Test or Training system. Write in hardware quote must include the hardware. Services are required.	EA	US	$8,550.00
132-33	IN-SW-100049-001	TriTech	N/A	Inform RMS / Jail v4.6+ Disaster Recovery System (Add-on)	This is an add-on for an existing system deployment. This is the line item to select a disaster recovery system for Inform Records Management System (RMS) or Inform Jail. While this is a zero dollar charge for licenses, there is support and services required.	EA	US	$8,100.00
132-33	IN-SW-100050-001	TriTech	N/A	Inform RMS / Jail v4.6+ Test or Training System (Add-on)	This is an add-on for an existing system deployment. This is the line item to select a test or training system or systems for Inform Records Management System (RMS) or Inform Jail. While this is a zero dollar charge for licenses, there is support and services required.	EA	US	$8,100.00
132-33	IN-SW-100052-001-M-24	TriTech	N/A	Inform CAD Disaster Recovery System Maintenance 24x7 (add-on)	Maintenance 24x7 - This is the annual Maintenance 24x7 for a Disaster Recovery system for Inform Computer Aided Dispatch (CAD) added after the initial sale.	EA	US	$564.30

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-100053-001-M-24	TriTech	N/A	Inform CAD Test or Training System Maintenance 24x7 (add-on)	Maintenance 24x7 - This is the annual Maintenance 24x7 for a Test or Training system for Inform Computer Aided Dispatch (CAD) added after the initial sale.	EA	US	$564.30
132-33	IN-SW-100054-001-M-24	TriTech	N/A	Inform Mobile Disaster Recovery System Maintenance 24x7 (add-on)	Maintenance 24x7 - This is the annual Maintenance 24x7 for a Disaster Recovery system for Inform Mobile sold after initial sale.	EA	US	$1,881.00
132-33	IN-SW-100054-001-M-24	TriTech	N/A	Inform Mobile Disaster Recovery System Maintenance 24x7 (add-on)	This is the annual maintenance for a Disaster Recovery System for Inform Mobile sold after initial sale.	EA	US	$1,881.00
132-33	IN-SW-100055-001-M-24	TriTech	N/A	Inform Mobile Test or Training System Maintenance 24x7 (add-on)	This is the annual Maintenance 24x7 for a Test or Training System for Inform Mobile sold after initial sale.	EA	US	$1,881.00
132-33	IN-SW-100055-001-M-24	TriTech	N/A	Inform Mobile Test or Training System Maintenance 24x7 (add-on)	This is the annual maintenance for a Test or Training System for Inform Mobile sold after initial sale.	EA	US	$1,881.00
132-33	IN-SW-100095-001	TriTech	N/A	Inform FBR User	Concurrent user license. Inform FBR is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing FBR helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. FBR also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. Requires a Visio license for every FBR user producing or viewing accident diagrams.	EA	US	$990.00
132-33	IN-SW-100096-001	TriTech	N/A	Inform RMS Server Software (A - 1-50 Users)	Inform RMS is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS is available to other applications in the Public Safety Suite. With RMS, an agencys incidents and arrests can be reported directly to the FBI or states crime information center. RMS base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance, DMV, and Bar Coding. See the Inform RMS users guides for a complete functional description.	EA	US	$31,500.00
132-33	IN-SW-100097-001	TriTech	N/A	Inform RMS Server Software (B - 51-120 Users)	Inform RMS is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS is available to other applications in the Public Safety Suite. With RMS, an agencys incidents and arrests can be reported directly to the FBI or states crime information center. RMS base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance, DMV, and Bar Coding. See the Inform RMS users guides for a complete functional description.	EA	US	$45,000.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-100098-001	TriTech	N/A	Inform RMS Server Software (C - 121-250 Users)	Inform RMS is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS is available to other applications in the Public Safety Suite. With RMS, an agencys incidents and arrests can be reported directly to the FBI or states crime information center. RMS base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance, DMV, and Bar Coding. See the Inform RMS users guides for a complete functional description.	EA	US	$67,500.00
132-33	IN-SW-100099-001	TriTech	N/A	Inform RMS Server Software (D - 251-550 Users)	Inform RMS is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS is available to other applications in the Public Safety Suite. With RMS, an agencys incidents and arrests can be reported directly to the FBI or states crime information center. RMS base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance, DMV, and Bar Coding. See the Inform RMS users guides for a complete functional description.	EA	US	$90,000.00
132-33	IN-SW-100100-001	TriTech	N/A	Inform RMS Server Software (E - 551-750 Users)	Inform RMS is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS is available to other applications in the Public Safety Suite. With RMS, an agencys incidents and arrests can be reported directly to the FBI or states crime information center. RMS base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance, DMV, and Bar Coding. See the Inform RMS users guides for a complete functional description.	EA	US	$135,000.00
132-33	IN-SW-110000-046	GeoComm	GEOSFT047	GeoComm GeoLynx AVL Viewer	GeoComm GeoLynx Automatic Vehicle Location (AVL) Viewer is an add-on module which exposes additional features to enhance emergency preparedness and adds AVL functionality to GeoLynx Desktop. GeoLynx AVL uses GPS technology which enables public safety and law enforcement personnel to dynamically map and locate mobile emergency vehicles that are equipped with GPS tracking units. GeoLynx AVL enables agencies with Computer Aided Dispatch (CAD), GeoLynx 9-1-1, and MOBILE AVL to access and view historical AVL data for a call response. GeoLynx AVL records the locations, routes, stops, duration of activity, and status of all emergency response vehicles which allows after the fact reconstruction of a unit's activity, and routes for a defined period of time.	EA	US	$1,140.75
132-33	IN-SW-110000-060	GeoComm	GEOSFT041	GeoComm GeoLynx Desktop Admin license (view only)	GeoComm GeoLynx Desktop Admin license (view only)	EA	US	$1,517.20
132-33	IN-SW-110000-062	GeoComm	GEOSFT040	GeoComm GeoLynx Desktop License	GeoComm GeoLynx Desktop License	EA	US	$4,182.75

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-110000-065	GeoComm	GEOSFT053	GeoComm GeoLynx DMS GIS Data Manager	GeoComm GeoLynx DMS GIS Data Manager	EA	US	$5,319.70
132-33	IN-SW-110000-069	GeoComm	GEOSFT055	GeoComm GeoLynx DMS MSAG Manager Module	GeoComm GeoLynx Mobile License	EA	US	$3,574.35
132-33	IN-SW-110000-074	GeoComm	GEOSFT048	GeoComm GeoLynx Mobile License	GeoComm GeoLynx Mobile License	EA	US	$418.28
132-33	IN-SW-110000-076	GeoComm	GEOSFT060	GeoComm GeoLynx Sync Advanced Client	GeoComm GeoLynx Sync Advanced Client	EA	US	$304.20
132-33	IN-SW-110000-078	GeoComm	GEOSFT061	GeoComm GeoLynx Sync Advanced Server License	GeoComm GeoLynx Sync Advanced Server	EA	US	$3,802.50
132-33	IN-SW-110000-082	GeoComm	GEOSFT044	GeoComm GeoLynx Sync Client License	GeoComm GeoLynx Sync Client License	EA	US	$190.13
132-33	IN-SW-110000-086	GeoComm	GEOSFT043	GeoComm GeoLynx Sync Server License	GeoComm GeoLynx Sync Server License	EA	US	$3,042.00
132-33	IN-SW-110000-103	GeoComm	GEOSRV011	VisionCAD Geofile Update Utility	VisionCAD Geofile Update Utility	EA	US	$11,403.99
132-33	IN-SW-110001-001	TriTech	N/A	Inform CAD Browser (A - 1-40 Concurrent Users)	An intranet application that allows users to access some Inform Computer Aided Dispatch (CAD) functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The internet may be used to make a network connection to gain access to CAD Browser or operate in an intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$9,000.00
132-33	IN-SW-110001-001-M-24	TriTech	N/A	Inform CAD Browser (A - 1-40 Concurrent Users) - Maintenance 24x7	Maintenance 24x7 - An Intranet application that allows users to access some Inform Computer Aided Dispatch (CAD) functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The Internet may be used to make a network connection to gain access to CAD Browser or operate in an Intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$1,980.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-110002-001	TriTech	N/A	Inform CAD Browser (B - 41-100 Concurrent Users)	An intranet application that allows users to access some Inform CAD functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The internet may be used to make a network connection to gain access to CAD Browser or operate in an intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$13,500.00
132-33	IN-SW-110002-001-M-24	TriTech	N/A	Inform CAD Browser (B - 41-100 Concurrent Users) - Maintenance 24x7	Maintenance 24x7 - An Intranet application that allows users to access some Inform CAD functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via LAN or WAN. Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The Internet may be used to make a network connection to gain access to CAD Browser or operate in an Intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser DMZ Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$2,970.00
132-33	IN-SW-110003-001	TriTech	N/A	Inform CAD Browser (C - 101-250 Concurrent Users)	An intranet application that allows users to access some Inform CAD functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The internet may be used to make a network connection to gain access to CAD Browser or operate in an intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$18,000.00
132-33	IN-SW-110003-001-M-24	TriTech	N/A	Inform CAD Browser (C - 101-250 Concurrent Users) - Maintenance 24x7	Maintenance 24x7 - An Intranet application that allows users to access some Inform Computer Aided Dispatch (CAD) functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The Internet may be used to make a network connection to gain access to CAD Browser or operate in an Intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$3,960.00
132-33	IN-SW-110004-001	TriTech	N/A	Inform CAD Browser (D - 251 - 500 Concurrent Users)	An intranet application that allows users to access some Inform CAD functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The internet may be used to make a network connection to gain access to CAD Browser or operate in an intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$22,500.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-110004-001-M-24	TriTech	N/A	Inform CAD Browser (D - 251-500 Concurrent Users) - Maintenance 24x7	Maintenance 24x7 - An Intranet application that allows users to access some Inform Computer Aided Dispatch (CAD) functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The Internet may be used to make a network connection to gain access to CAD Browser or operate in an Intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$4,950.00
132-33	IN-SW-110005-001	TriTech	N/A	Inform CAD Browser (E - 501 - 1000 Concurrent Users)	An intranet application that allows users to access some Inform Computer Aided Dispatch (CAD) functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebViewer Internet Server with Microsoft Internet Information Server. The Internet may be used to make a network connection to gain access to CAD Browser or operate in an Intranet environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$27,000.00
132-33	IN-SW-110005-001-M-24	TriTech	N/A	Inform CAD Browser (E - 501-1000 Concurrent Users) - Maintenance 24x7	Maintenance 24x7 - An Intranet application that allows users to access some Inform Computer Aided Dispatch (CAD) functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The Internet may be used to make a network connection to gain access to CAD Browser or operate in an Intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$5,940.00
132-33	IN-SW-110006-001	TriTech	N/A	Inform CAD Browser (F - 1001 + Concurrent Users)	An intranet application that allows users to access some Inform Computer Aided Dispatch (CAD) functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebViewer Internet Server with Microsoft Internet Information Server. The Internet may be used to make a network connection to gain access to CAD Browser or operate in an Intranet environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$31,500.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-110006-001-M-24	TriTech	N/A	Inform CAD Browser (F - 1001+ Concurrent Users) - Maintenance 24x7	Maintenance 24x7 - An Intranet application that allows users to access some Inform Computer Aided Dispatch (CAD) functions. CAD Browser operates on a Windows network and must be connected to an Inform CAD network via Local Area Network (LAN) or Wide Area Network (WAN). Other necessary software includes the configuration of an Inform CAD WebView Internet Server with Microsoft Internet Information Server. The Internet may be used to make a network connection to gain access to CAD Browser or operate in an Intranet Environment. License allows for installation on a single Inform CAD Web Services Server and a single Browser Demilitarized Zone (DMZ) Server for each applicable licensed Inform CAD system (Production, Test, Training and Disaster Recovery).	EA	US	$6,930.00
132-33	IN-SW-120001-001	TriTech	N/A	Inform CAD Server Software (A - 1-5 Positions)	Primary Inform CAD database server software for use in single-agency environments. Includes the following software: Databases (but not Structured Query Language (SQL) Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively - share individual messages, track and monitor tasks and assignments.	EA	US	$24,300.00
132-33	IN-SW-120001-001-M-24	TriTech	N/A	Inform CAD Server Software (A - 1-5 Positions) - Maintenance 24x7	Maintenance 24x7 - Primary Inform CAD database server for use in single-agency environments. Includes the following software: Databases (but not SQL Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively - share individual messages, track and monitor tasks and assignments.	EA	US	$5,346.00
132-33	IN-SW-120002-001	TriTech	N/A	Inform CAD Server Software (B - 6-20 Positions)	Primary Inform Computer Aided Dispatch (CAD) database server software for use in single-agency environments. Includes the following software: Databases (but not Structured Query Language (SQL) Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively -share individual messages, track and monitor tasks and assignments.	EA	US	$27,000.00
132-33	IN-SW-120002-001-M-24	TriTech	N/A	Inform CAD Server Software (B - 6-20 Positions) - Maintenance 24x7	Maintenance 24x7 - Primary Inform CAD database server for use in single-agency environments. Includes the following software: Databases (but not SQL Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively - share individual messages, track and monitor tasks and assignments.	EA	US	$5,940.00
132-33	IN-SW-120003-001	TriTech	N/A	Inform CAD Server Software (C - 21-40 Positions)	Primary Inform Computer Aided Dispatch (CAD) database server software for use in single-agency environments. Includes the following software: Databases (but not Structured Query Language (SQL) Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively -share individual messages, track and monitor tasks and assignments.	EA	US	$31,500.00
132-33	IN-SW-120003-001-M-24	TriTech	N/A	Inform CAD Server Software (C - 21-40 Positions) - Maintenance 24x7	Maintenance 24x7 - Primary Inform CAD database server for use in single-agency environments. Includes the following software: Databases (but not SQL Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively - share individual messages, track and monitor tasks and assignments.	EA	US	$6,930.00

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-120004-001	TriTech	N/A	Inform CAD Server Software (D - 41-100 Positions)	Primary Inform Computer Aided Dispatch (CAD) database server software for use in single-agency environments. Includes the following software: Databases (but not Structured Query Language (SQL) Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively -share individual messages, track and monitor tasks and assignments.	EA	US	$36,000.00
132-33	IN-SW-120004-001-M-24	TriTech	N/A	Inform CAD Server Software (D - 41-100 Positions) - Maintenance 24x7	Maintenance 24x7 - Primary Inform CAD database server for use in single-agency environments. Includes the following software: Databases (but not SQL Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively - share individual messages, track and monitor tasks and assignments.	EA	US	$7,920.00
132-33	IN-SW-120005-001	TriTech	N/A	Inform CAD Server Software (E - 101-250 Positions)	Primary Inform Computer Aided Dispatch (CAD) database server software for use in single-agency environments. Includes the following software: Databases (but not Structured Query Language (SQL) Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively -share individual messages, track and monitor tasks and assignments.	EA	US	$40,500.00
132-33	IN-SW-120005-001-M-24	TriTech	N/A	Inform CAD Server Software (E - 101-250 Positions) - Maintenance 24x7	Maintenance 24x7 - Primary Inform CAD database server for use in single-agency environments. Includes the following software: Databases (but not SQL Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively - share individual messages, track and monitor tasks and assignments.	EA	US	$8,910.00
132-33	IN-SW-120006-001	TriTech	N/A	Inform CAD Server Software (F - 251 + Positions)	Primary Inform Computer Aided Dispatch (CAD) database server software for use in single-agency environments. Includes the following software: Databases (but not Structured Query Language (SQL) Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively -share individual messages, track and monitor tasks and assignments.	EA	US	$45,000.00
132-33	IN-SW-120006-001-M-24	TriTech	N/A	Inform CAD Server Software (F - 251+ Positions) - Maintenance 24x7	Maintenance 24x7 - Primary Inform CAD database server for use in single-agency environments. Includes the following software: Databases (but not SQL Server software), Web Services, Communication & Event Services. Includes Advisor which enables the call taking/dispatching team to communicate more effectively - share individual messages, track and monitor tasks and assignments.	EA	US	$9,900.00
132-33	IN-SW-120007-001	TriTech	N/A	Inform CAD Position	Inform Computer Aided Dispatch (CAD) license, used in conjunction with the Inform CAD System Server. Includes Advisor which enables the call taking/dispatching team to communicate more effectively - share individual messages, track and monitor tasks and assignments (call taker, administrator, user, dispatcher, position). This includes mapping at the CAD position.	EA	US	$9,000.00
132-33	IN-SW-120007-001-M-24	TriTech	N/A	Inform CAD Position - Maintenance 24x7	Maintenance 24x7 - Inform Computer Aided Dispatch (CAD) license, used in conjunction with the Inform CAD System Server. Includes Advisor which enables the call taking/dispatching team to communicate more effectively - share individual messages, track and monitor tasks and assignments. (call taker, administrator, user, dispatcher, position). This includes mapping at the CAD position.	EA	US	$1,980.00

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-120009-001	TriTech	N/A	NCIC/State Message Switch Software - Inform CAD/Inform Mobile	Server software connects Inform Computer Aided Dispatch (CAD) and Inform Mobile to local, state and Federal criminal databases for purposes of running queries and records checks. Includes (detail in SOW) - Seven (7) standard queries/messages, and two (2) total connections - typically 1) state switch and 2) Inform CAD BOLO. Single Proxy will support multiple Inform CAD servers - Production, Testing, and Training if desired. Inform CAD and Inform Mobile may share the same Proxy.	EA	US	$45,000.00
132-33	IN-SW-120009-001-M-24	TriTech	N/A	NCIC/State Message Switch Software - Inform CAD/Inform Mobile - Maintenance 24x7	Maintenance 24x7 - Server software connects from Inform Computer Aided Dispatch (CAD) and Inform Mobile to local, state and Federal criminal databases for purposes of running queries and records checks. Includes (detail in SOW) - Seven (7) standard queries/messages, and two (2) total connections - typically 1) state switch and 2) Inform CAD BOLO. Single Proxy will support multiple Inform CAD servers - Production, Testing, and Training if desired. Inform CAD and Inform Mobile may share the same Proxy.	EA	US	$9,900.00
132-33	IN-SW-120010-001	TriTech	N/A	NCIC/State Message Switch Software - Inform CAD/Inform Mobile/Inform RMS/Inform Jail	Server software connects Inform Records Management System (RMS) and Inform Jail to local, state and federal criminal databases for purposes of running queries and records checks. Includes (detail in SOW) - Seven (7) standard queries/messages, and three (3) total connections - typically 1) state switch; 2) Inform RMS; and 3) Inform CAD BOLO. Single Proxy will support multiple Inform CAD servers - Production, Testing and Training if desired. Inform CAD, Inform RMS and Inform Mobile may share the same Proxy.	EA	US	$54,000.00
132-33	IN-SW-120010-001-M-24	TriTech	N/A	NCIC/State Message Switch Software - Inform CAD/Inform Mobile/Inform RMS v4.6+/Inform Jail v4.6+ - Maintenance 24x7	Maintenance 24x7 - Server software connects Inform Records Management System (RMS) v4.6+ and Inform Jail v4.6+ to local, state and Federal criminal databases for purposes of running queries and records checks. Includes (detail in SOW) - Seven (7) standard queries/messages, and three (3) total connections - typically 1) state switch; 2) Inform RMS; and 3) Inform CAD BOLO. Single Proxy will support multiple Inform CAD servers - Production, Testing, and Training if desired. Inform CAD, Inform RMS and Inform Mobile may share the same Proxy.	EA	US	$11,880.00
132-33	IN-SW-120011-001	TriTech	N/A	NCIC/State Message Switch Additional Connection	Additional connections other than the ones noted in the Proxy Switch sale. Connection license is system-wide for all purchased Proxy installs (test/training and Disaster Recovery (DR)) and will work with Inform Computer Aided Dispatch (CAD), or Inform Mobile.	EA	US	$6,750.00
132-33	IN-SW-120011-001-M-24	TriTech	N/A	NCIC/State Message Switch Additional Connection - Maintenance 24x7	Maintenance 24x7 - Additional connections other than the ones noted in the Proxy Switch sale. Connection license is system-wide for all purchased Proxy installs (test/training and Disaster Recovery (DR)) and will work with Inform Computer Aided Dispatch (CAD), or Inform Mobile.	EA	US	$1,485.00
132-33	IN-SW-120012-001	TriTech	N/A	NCIC/State Message Switch Additional Query	Additional query with a corresponding PowerLine command over the original queries included in the Proxy license. Query license is system-wide for all purchased Proxy installs (test/training and DR) and will work with Inform CAD, or Inform Mobile.	EA	US	$2,250.00
132-33	IN-SW-120012-001-M-24	TriTech	N/A	NCIC/State Message Switch Additional Query - Maintenance 24x7	Maintenance 24x7 - Additional queries over the original number included in the base Proxy license. Query license is system-wide for all purchased Proxy installs (test/training and Disaster Recovery (DR)) and will work with Inform Computer Aided Dispatch (CAD), Inform Records Management System (RMS) v4.6+ and Inform Mobile.	EA	US	$495.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-120013-001	TriTech	N/A	NCIC/State Message Switch Additional Query with Custom PowerLine	Additional query with a corresponding PowerLine command over the original queries included in the Proxy license. Query license is system-wide for all purchased Proxy installs (test/training and Disaster Recovery (DR)) and will work with Inform Computer Aided Dispatch (CAD) or Inform Mobile.	EA	US	$3,150.00
132-33	IN-SW-120013-001-M-24	TriTech	N/A	NCIC/State Message Switch Additional Query with Custom PowerLine- Maintenance 24x7	Maintenance 24x7 - Additional query with a corresponding PowerLine command over the original queries included in the Proxy license. Query license is system-wide for all purchased Proxy installs (test/training and Disaster Recovery (DR)) and will work with Inform Computer Aided Dispatch (CAD), or Inform Mobile.	EA	US	$693.00
132-33	IN-SW-120015-001	TriTech	N/A	Inform CAD the Archive Server Software	The archive database is a copy of the live System to be used for reporting or other analysis. The reporting database is restored each night automatically from a backup of the production System. In high volume systems, a Reporting Server is recommended to provide a data source for complex and/or lengthy reports which could impact the performance of the live Inform Computer Aided Dispatch (CAD) System Server. The price of this server does not include Microsoft Structured Query Language (SQL) Server which is required. Includes TriTech replication/purging components.	EA	US	$2,250.00
132-33	IN-SW-120015-001-M-24	TriTech	N/A	Inform CAD the Archive Server Software - Maintenance 24x7	Maintenance 24x7 - The archive database is a copy of the live System to be used for reporting or other analysis. The reporting database is restored each night automatically from a backup of the production System. In high volume systems, a Reporting Server is recommended to provide a data source for complex and/or lengthy reports which could impact the performance of the live Inform Computer Aided Dispatch (CAD) System Server. The price of this server does not include Microsoft Structured Query Language (SQL) Server which is required. Includes TriTech replication/purging components.	EA	US	$3,663.00
132-33	IN-SW-120033-001	TriTech	N/A	NCIC/State Query Position for Inform CAD	Allows users to query state, Federal and local databases from Inform Computer Aided Dispatch (CAD), Inform Records Management System (RMS) and Inform Jail workstations. Query types and connections are detailed in the Statement of Work (SOW) and defined in the Proxy section.	EA	US	$450.00
132-33	IN-SW-120033-001-M-24	TriTech	N/A	NCIC/State Query Position for Inform CAD - Maintenance 24x7	Maintenance 24x7 - Allows users to query state, Federal and local databases from Inform Computer Aided Dispatch (CAD), Inform Records Management System (RMS) v4.6+ and Inform Jail v4.6+ workstations. Query types and connections are detailed in the SOW and defined in the Proxy section.	EA	US	$99.00
132-33	IN-SW-120035-001	TriTech	N/A	Inform CAD Protocol	Inform Computer Aided Dispatch (CAD) module allows users to create and display customized questions and pre-arrival caller instructions. The outcome of the questions will select the Inform CAD Command incident type. Responses may be linked to a change or 'jump' to a different problem that may trigger a different response code or priority.	EA	US	$6,750.00
132-33	IN-SW-120035-001-M-24	TriTech	N/A	Inform CAD Protocol - Maintenance 24x7	Maintenance 24x7 - Inform Computer Aided Dispatch (CAD) module allows users to create and display customized questions and pre-arrival caller instructions. The outcome of the questions will select the Inform CAD Command incident type. Responses may be linked to a change or 'jump' to a different problem that may trigger a different response code or priority.	EA	US	$1,485.00
132-33	IN-SW-120036-001	TriTech	N/A	Inform CAD The GISLink Utility	Synchronizes external mapping databases with Inform CAD and Inform Mobile. Includes response area polygon import routines. One per editing session.	EA	US	$4,500.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-120036-001-M-24	TriTech	N/A	Inform CAD The GISLink Utility - Maintenance 24x7	Maintenance 24x7 - Synchronizes external mapping databases with Inform Computer Aided Dispatch (CAD) and Inform Mobile. Includes response area polygon import routines.	EA	US	$3,960.00
132-33	IN-SW-120038-001	TriTech	N/A	Inform CAD Standard Operating Procedure (SOP)	Inform Computer Aided Dispatch (CAD) users have easy access to Standard Operating Procedure (SOP) from within the Inform CAD application. SOP documents provided by the client in acceptable formats such as HTML, Word, Excel and PowerPoint can be opened from the Emergency and Scheduled Call Taking windows and the PowerLine.	EA	US	$6,750.00
132-33	IN-SW-120038-001-M-24	TriTech	N/A	Inform CAD Standard Operating Procedure (SOP) - Maintenance 24x7	Maintenance 24x7 - Inform CAD users have easy access to Standard Operating Procedures (SOP) from within the Inform CAD application. SOP documents provided by the client in acceptable formats such as HTML, Word, Excel and PowerPoint can be opened from the Emergency and Scheduled Call Taking windows and the PowerLine.	EA	US	$1,485.00
132-33	IN-SW-120042-001	TriTech	N/A	Inform CAD Auto Dispatch	Server-side component of Inform Computer Aided Dispatch (CAD) Auto Dispatch automatically dispatches selected call types without user intervention. Configurable by agency and incident type. This will require services and maintenance to ensure this module is actually needed before selecting.	EA	US	$11,250.00
132-33	IN-SW-120042-001-M-24	TriTech	N/A	Inform CAD Auto Dispatch - Maintenance 24x7	Maintenance 24x7 - Server-side component automatically dispatches selected call types without user intervention. Configurable by agency and incident type. This will require services and Maintenance 24x7 to ensure this module is actually needed before selecting.	EA	US	$2,475.00
132-33	IN-SW-120046-001	TriTech	N/A	Inform CAD Rotation Provider	This Inform Computer Aided Dispatch (CAD) module that provides management for rotating services, such as tow providers, taxi companies, or medical helicopter services. Rotation lists can be managed by type, and zone information tied directly to the street centerline data.	EA	US	$9,000.00
132-33	IN-SW-120046-001-M-24	TriTech	N/A	Inform CAD Rotation Provider - Maintenance 24x7	Maintenance 24x7 - Inform Computer Aided Dispatch (CAD) module that provides management for rotating services, such as tow providers, taxi companies, or medical helicopter services. Rotation lists can be managed by type, and zone information tied directly to the street centerline data.	EA	US	$1,980.00
132-33	IN-SW-120048-001	TriTech	N/A	Standard EMD Integration	ProQA, APCO Meds and Powerphone are Emergency Medical Dispatcher (EMD) applications that aid users in performing triage. This module provides integration between Inform Computer Aided Dispatch (CAD) and the EMD applications. If the site is licensed to use the EMD application, Inform CAD allows the user to launch them automatically within the Inform CAD call-taking screen. When the user reaches the applicable field, the EMD application is opened as a window within Inform CAD allowing the user to complete the EMD session. Once key trigger points are reached, the incident type and priority are automatically updated. Only one interface is required for Police, Fire, and EMS. The EMD application must be purchased separately. The EMD provider being purchased should be specified.	EA	US	$450.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-120048-001-M-24	TriTech	N/A	Standard EMD Integration - Maintenance 24x7	Maintenance 24x7 - ProQA, APCO Meds and Powerphone are Emergency Medical Dispatcher (EMD) applications that aid users in performing triage. This module provides integration between Inform Computer Aided Dispatch (CAD) and the EMD applications. If the site is licensed to use the EMD application, Inform CAD allows the user to launch them automatically within the Inform CAD call-taking screen. When the user reaches the applicable field, the EMD application is opened as a window within Inform CAD allowing the user to complete the EMD session. Once key trigger points are reached, the incident type and priority are automatically updated. Only one interface is required for Police, Fire, and Emergency Medical Services (EMS). The EMD application must be purchased separately. The EMD provider being purchased should be specified.	EA	US	$99.00
132-33	IN-SW-120049-001	TriTech	N/A	Standard Deccan Commit (MUM) Integration	Provides integration between Inform Computer Aided Dispatch (CAD) and the Live Move-Up Module (MUM) product from Deccan. The interface allows user to commit recommended move-ups in Inform CAD using the Commit feature in MUM. Live MUM must be purchased separately.	EA	US	$13,500.00
132-33	IN-SW-120049-001-M-24	TriTech	N/A	Standard Deccan Commit (MUM) Integration Maintenance 24x7	Maintenance 24x7 - Provides Integration between Inform Computer Aided Dispatch (CAD) and the Live Move Up Modules (MUM) product from Deccan. The interface allows user to commit recommended move-ups in Inform CAD using the Commit feature in MUM. Live MUM must be purchased separately.	EA	US	$2,970.00
132-33	IN-SW-120050-001	TriTech	N/A	Standard Pictometry Integration	Please note that Pictometry is not supported in a Citrix environment. This license enables the integration between the Inform Computer Aided Dispatch (CAD) Map and the Pictometry application.	EA	US	$6,750.00
132-33	IN-SW-120050-001-M-24	TriTech	N/A	Standard Pictometry Integration - Maintenance 24x7	Maintenance 24x7 - Please note that Pictometry is not supported in a Citrix environment. This license enables the integration between the Inform Computer Aided Dispatch (CAD) Map and the Pictometry application.	EA	US	$1,485.00
132-33	IN-SW-120051-001	TriTech	N/A	Inform CAD 911 Simulator	The 911 Simulator Module provides mock Automated Number Information/Automated Location Information (ANI/ALI) data to the emergency call taking screen for training purposes. The user can enter particular street names and lat/long for use in scenarios.	EA	US	$2,250.00
132-33	IN-SW-120051-001-M-24	TriTech	N/A	Inform CAD 911 Simulator - Maintenance 24x7	Maintenance 24x7 - The 911 Simulator Module provides mock Automated Number Information/Automated Location Information (ANI/ALI) data to the emergency call taking screen for training purposes. The user can enter particular street names and lat/long for use in scenarios.	EA	US	$495.00
132-33	IN-SW-120053-001	TriTech	N/A	Inform CAD Standard Alpha Numeric Paging Interface	Provides a standard tool for transmitting alpha numeric and/or numeric pages to certain devices for Inform Computer Aided Dispatch (CAD). Configuration services are required to install and activate this module. System will support multiple paging vendors simultaneously.	EA	US	$8,100.00
132-33	IN-SW-120053-001-M-24	TriTech	N/A	Standard Alpha Numeric Paging Interface - Maintenance 24x7	Maintenance 24x7 - Provides a standard tool for transmitting alpha numeric and/or numeric pages to certain devices. Configuration services are required to install and activate this module. System will support multiple paging vendors simultaneously.	EA	US	$1,782.00
132-33	IN-SW-120054-001	TriTech	N/A	Standard ANI/ALI Interface	Standard interface between Inform Computer Aided Dispatch (CAD) and most common E9-1-1 systems such as Plant Vesta and Positron. Can transfer incoming caller location information into the incident.	EA	US	$8,100.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-120054-001-M-24	TriTech	N/A	Standard ANI/ALI Interface - Maintenance 24x7	Maintenance 24x7 - Standard Interface between Inform Computer Aided Dispatch (CAD) and most common E9-1-1 systems such as Plant Vesta and Positron. Can transfer incoming caller location information into the incident.	EA	US	$1,782.00
132-33	IN-SW-120055-001	TriTech	N/A	Standard ANI/ALI Interface Additional PSAP	License for additional Public Safety Answering Point (PSAP) standard interface between Inform Computer Aided Dispatch (CAD) and most common E9-1-1 systems such as Plant Vesta and Positron. Can transfer incoming caller location information into the incident.	EA	US	$2,700.00
132-33	IN-SW-120055-001-M-24	TriTech	N/A	Standard ANI/ALI Interface Additional PSAP - Maintenance 24x7	Maintenance 24x7 - License for additional Public Safety Answering Point (PSAP) standard interface between Inform Computer Aided Dispatch (CAD) and most common E9-1-1 systems such as Plant Vesta and Positron. Can transfer incoming caller location information into the incident.	EA	US	$594.00
132-33	IN-SW-120057-001	TriTech	N/A	Inform CAD Standard Station Alert/Printing (Rip and Run) Interface	This Inform Computer Aided Dispatch (CAD) interface automatically alerts stations when units are dispatched. This interface will also print (optionally configured in the station alerting vendor's system) the incident information at the time of alert. Vendors supported are Zetron and Locution (the single interface does both alerting and printing).	EA	US	$27,000.00
132-33	IN-SW-120057-001-M-24	TriTech	N/A	Standard Station Alert/Printing (Rip and Run) Interface - Maintenance 24x7	Maintenance 24x7 - Interface automatically alerts stations when units are dispatched. This interface will also print (optionally configured in the station alerting vendor's system) the incident information at the time of alert. Vendors supported are Zetron and Locution (the single interface does both alerting and printing).	EA	US	$5,940.00
132-33	IN-SW-120058-001	TriTech	N/A	Inform CAD Standard Station Alert Interface	This Inform Computer Aided Dispatch (CAD) interface automatically alerts stations when units are dispatched. Vendors supported are: Locution, Zetron, WestNet, Orbacom, Motorola MosCAD, and ClassOne.	EA	US	$18,000.00
132-33	IN-SW-120058-001-M-24	TriTech	N/A	Standard Station Alert Interface - Maintenance 24x7	Maintenance 24x7 - Interface automatically alerts stations when units are dispatched. Vendors supported are: Locution, Zetron, WestNet, Orbacom, Motorola, MosCAD, and ClassOne.	EA	US	$3,960.00
132-33	IN-SW-120059-001	TriTech	N/A	Standard Station Printing (Rip and Run) Interface	Inform Computer Aided Dispatch (CAD) interface will automatically print out incident information in the station when units are dispatched.	EA	US	$18,000.00
132-33	IN-SW-120059-001-M-24	TriTech	N/A	Standard Station Printing (Rip and Run) Interface - Maintenance 24x7	Maintenance 24x7 - Inform Computer Aided Dispatch (CAD) interface will automatically print out incident information in the station when units are dispatched.	EA	US	$3,960.00
132-33	IN-SW-120060-001	TriTech	N/A	Standard Inform CAD to External System Incident Data Transfer Interface	This interface is generally for transferring incident information into a 3rd party Police Records Management System (RMS), Fire RMS or Electronic Patient Care Reporting (ePCR) system. It is only considered standard for these selected vendors: BioKey Fire RMS, SunPro Fire RMS, FDM Fire RMS, Spillman, VersaTerm Police RMS, MASI Police RMS, Abbey Group, SafetyPad/Open Systems EPCR, 24-7/Ninety Degrees Fire RMS, FireHouse Fire RMS, RoamIT EPCR, Denali RMS, HighPlains Fire RMS, Linc/SQL, ETI, and Tiburon Police RMS.	EA	US	$13,500.00
132-33	IN-SW-120060-001-M-24	TriTech	N/A	Standard Inform CAD to External System Incident Data Transfer Interface - Maintenance 24x7	Maintenance 24x7 - This interface is generally for transferring incident information into a 3rd party Police Records Management System (RMS), Fire RMS or Electronic Patient Care Reporting (ePCR) system. It is only considered standard for these selected vendors: BioKey Fire RMS, SunPro Fire RMS, FDM Fire RMS, Spillman, VersaTerm Police RMS, MASI Police RMS, Abbey Group, SafetyPad/Open Systems EPCR, 24-7/Ninety Degrees Fire RMS, FireHouse RMS, RoamIT EPCR, Denali RMS, HighPlains Fire RMS, Linc/SQL, ETI, and Tiburon Police RMS.	EA	US	$2,970.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-120061-001	TriTech	N/A	Inform CAD Standard Medusa ePCR Interface	Inform Computer Aided Dispatch (CAD) Standard Interface to the Medusa Electronic Patient Care Reporting (ePCR) system.	EA	US	$18,000.00
132-33	IN-SW-120061-001-M-24	TriTech	N/A	Inform Medusa ePCR Interface - Maintenance 24x7	Maintenance 24x7 - Standard Interface to the Medusa Electronic Patient Care Reporting (ePCR) system.	EA	US	$3,960.00
132-33	IN-SW-120062-001	TriTech	N/A	Standard Fire RMS to Inform CAD Hydrant Data Transfer Interface (One-way flow)	Synchronizes hydrant data from the Fire Records Management System (RMS) system to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for selected vendors. Interface currently only supports the FDM and SunPro/BioKey/Aether/Zoll products.	EA	US	$9,000.00
132-33	IN-SW-120062-001-M-24	TriTech	N/A	Standard Fire RMS to Inform CAD Hydrant Data Transfer Interface (One-way flow) - Maintenance 24x7	Maintenance 24x7 - Synchronizes hydrant data from the Fire Records Management System (RMS) to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for selected vendors. Interface currently only supports the FDM and SunPro/BioKey/Aether/Zoll products.	EA	US	$1,980.00
132-33	IN-SW-120063-001	TriTech	N/A	Standard RMS to Inform CAD Personnel Data Transfer Interface (One-way flow)	Synchronizes personnel information from external systems to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for FDM, SunPro/BioKey/Aether/Zoll, and Orion.	EA	US	$9,000.00
132-33	IN-SW-120063-001-M-24	TriTech	N/A	Standard RMS to Inform CAD Personnel Data Transfer Interface (One-way flow) - Maintenance 24x7	Maintenance 24x7 - Synchronizes personnel information from external systems to Inform Computer Aided Dispatch (CAD). This interface is considered standard only for FDM, SunPro/BioKey/Aether/Zoll, and Orion.	EA	US	$1,980.00
132-33	IN-SW-120064-001	TriTech	N/A	Standard RMS to Inform CAD Premise Data Transfer Interface (One-way flow)	Synchronizes Premise file information from external systems to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for FDM, SunPro/BioKey/Aether/Zoll, and High Plains.	EA	US	$9,000.00
132-33	IN-SW-120064-001-M-24	TriTech	N/A	Standard RMS to Inform CAD Premise Data Transfer Interface (One-way flow) - Maintenance 24x7	Maintenance 24x7 - Synchronizes Premise file information from external systems to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for FDM, SunPro/BioKey/Aether/Zoll, and High Plains.	EA	US	$1,980.00
132-33	IN-SW-120065-001	TriTech	N/A	Standard Inform CAD to 3rd Party CAD Basic Interface	Offers packaged Computer Aided Dispatch (CAD) to CAD functionality using the TriTech API. See engineering consultation services for 3rd party vendor.	EA	US	$36,000.00
132-33	IN-SW-120065-001-M-24	TriTech	N/A	Standard Inform CAD to 3rd Party CAD Basic Interface - Maintenance 24x7	Maintenance 24x7 - Offers packaged Inform Computer Aided Dispatch (CAD) to CAD functionality using the TriTech Application Programming Interface (API). See engineering consultation services for 3rd party vendor.	EA	US	$7,920.00
132-33	IN-SW-120066-001	TriTech	N/A	Standard Inform CAD to 3rd Party CAD Advanced Interface	Provides advanced Computer Aided Dispatch (CAD) to CAD functionality including unit position updates using the TriTech Application Programming Interface (API). See engineering consultation services for 3rd party vendors.	EA	US	$72,000.00
132-33	IN-SW-120066-001-M-24	TriTech	N/A	Standard Inform CAD to 3rd Party CAD Advanced Interface - Maintenance 24x7	Maintenance 24x7 - Provides advanced Inform Computer Aided Dispatch (CAD) to CAD functionality including unit position updates using the TriTech Application Programming Interface (API). See engineering consultation services for 3rd party vendor.	EA	US	$15,840.00
132-33	IN-SW-120067-001	TriTech	N/A	Standard Inform CAD to Inform CAD Basic Interface (single side)	There is no charge for this license between TriTech Computer Aided Dispatch (CAD) to TriTech CAD. Services will be needed. This license is for a single side of an Inform CAD to Inform CAD interface. A similar license must be in place at the other Inform CAD site.	EA	US	$0.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-120067-001-M-24	TriTech	N/A	Standard Inform CAD to Inform CAD Basic Interface (single side) - Maintenance 24x7	Maintenance 24x7 - There is no charge for this license between TriTech Computer Aided Dispatch (CAD) to TriTech CAD. Services will be needed. This license is for a single side of an Inform CAD to Inform CAD interface. A similar license must be in place at the other Inform CAD site.	EA	US	$0.00
132-33	IN-SW-120068-001	TriTech	N/A	Standard Inform CAD to Inform CAD Advanced Interface (single side)	There is no charge for this license between TriTech Computer Aided Dispatch (CAD) to TriTech CAD. Services will be charged. This license is for a single side of an Inform CAD interface. A similar license must be in place at the other Inform CAD site.	EA	US	$0.00
132-33	IN-SW-120068-001-M-24	TriTech	N/A	Standard Inform CAD to Inform CAD Advanced Interface (single side) - Maintenance 24x7	Maintenance 24x7 - There is no charge for this license between TriTech Computer Aided Dispatch (CAD) to TriTech CAD. Services will be needed. This license is for a single side of an Inform CAD to Inform CAD interface. A similar license must be in place at the other Inform CAD site.	EA	US	$0.00
132-33	IN-SW-120070-001	TriTech	N/A	Standard Inform CAD Interface OuterLink Flight Following Integration	Interface with OuterLink Flight Following system. This price offers existing functionality without modifications.	EA	US	$18,000.00
132-33	IN-SW-120070-001-M-24	TriTech	N/A	Standard Inform CAD OuterLink Flight Following Integration - Maintenance 24x7	Maintenance 24x7 - Interface with OuterLink Flight Following system. This price offers existing functionality without modifications.	EA	US	$3,960.00
132-33	IN-SW-120071-001	TriTech	N/A	Inform CAD Standard Push to Talk Interface (Motorola Gold Elite and MACOM only)	When the transmit button is pressed on a radio device (hand-held or mobile), the data associated with the source of the radio transmission (i.e., unit radio ID, radio channel, etc.) is sent from the radio vendor to the Push to Talk (PTI) interface. The interface will attempt to match the radio ID with a unit/vehicle in the Inform Computer Aided Dispatch (CAD) system and if a match is found, will send a PTT information packet to the Inform CAD workstations displaying the PTT marquee. The PTT interface also provides emergency notification to dispatchers when the radio's button is pressed.	EA	US	$13,500.00
132-33	IN-SW-120071-001-M-24	TriTech	N/A	Standard Push to Talk Interface (Motorola Gold Elite and MACOM only) - Maintenance 24x7	Maintenance 24x7 - When the transmit button is pressed on a radio device (hand-held or mobile), the data associated with the source of the radio transmission (i.e., unit radio ID, radio channel, etc.) is sent from the radio vendor to the Push to Talk (PTI) interface. The interface will attempt to match the radio ID with a unit/vehicle in the Inform Computer Aided Dispatch (CAD) system and if a match is found, will send a PTI information packet to the Inform CAD workstations displaying the PTT marquee. The PTT interface also provides emergency notification to dispatchers when the radio's button is pressed.	EA	US	$2,970.00
132-33	IN-SW-130001-001	TriTech	N/A	Inform FBR v4.6+ Server Software (A - 1-40 Users)	This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR Client Users Guide and the FBR Server and System Administration Users Guide for a complete functional description.	EA	US	$9,000.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-130001-001-M-24	TriTech	N/A	Inform FBR v4.6+ Server Software (A - 1-40 Users) - Maintenance 24x7	Maintenance 24x7 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$1,980.00
132-33	IN-SW-130001-001-M-8	TriTech	N/A	Inform FBR v4.6+ Server Software (A - 1-40 Users) - Maintenance 8x5	Maintenance 8x5 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$1,620.00
132-33	IN-SW-130002-001	TriTech	N/A	Inform FBR v4.6+ Server Software (B - 41-100 Users)	This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR Client Users Guide and the FBR Server and System Administration Users Guide for a complete functional description.	EA	US	$11,250.00
132-33	IN-SW-130002-001-M-24	TriTech	N/A	Inform FBR v4.6+ Server Software (B - 41-100 Users) - Maintenance 24x7	Maintenance 24x7 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$2,475.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-130002-001-M-8	TriTech	N/A	Inform FBR v4.6+ Server Software (B - 41-100 Users) - Maintenance 8x5	Maintenance 8x5 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$2,025.00
132-33	IN-SW-130003-001	TriTech	N/A	Inform FBR v4.6+ Server Software (C - 101-250 Users)	This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR Client Users Guide and the FBR Server and System Administration Users Guide for a complete functional description.	EA	US	$15,750.00
132-33	IN-SW-130003-001-M-24	TriTech	N/A	Inform FBR v4.6+ Server Software (C - 101-250 Users) - Maintenance 24x7	Maintenance 24x7 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$3,465.00
132-33	IN-SW-130003-001-M-8	TriTech	N/A	Inform FBR v4.6+ Server Software (C - 101-250 Users) - Maintenance 8x5	Maintenance 8x5 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$2,835.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-130004-001	TriTech	N/A	Inform FBR v4.6+ Server Software (D - 251-500 Users)	This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR Client Users Guide and the FBR Server and System Administration Users Guide for a complete functional description.	EA	US	$17,100.00
132-33	IN-SW-130004-001-M-24	TriTech	N/A	Inform FBR v4.6+ Server Software (D - 251-500 Users) - Maintenance 24x7	Maintenance 24x7 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$3,762.00
132-33	IN-SW-130004-001-M-8	TriTech	N/A	Inform FBR v4.6+ Server Software (D - 251-500 Users) - Maintenance 8x5	Maintenance 8x5 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$3,078.00
132-33	IN-SW-130005-001	TriTech	N/A	Inform FBR v4.6+ Server Software (E - 501-1000 Users)	This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR Client Users Guide and the FBR Server and System Administration Users Guide for a complete functional description.	EA	US	$22,500.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-130005-001-M-24	TriTech	N/A	Inform FBR v4.6+ Server Software (E - 501-1000 Users) - Maintenance 24x7	Maintenance 24x7 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$4,950.00
132-33	IN-SW-130005-001-M-8	TriTech	N/A	Inform FBR v4.6+ Server Software (E - 501-1000 Users) - Maintenance 8x5	Maintenance 8x5 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$4,050.00
132-33	IN-SW-130006-001	TriTech	N/A	Inform FBR v4.6+ Server Software (F - 1001 + Users)	This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR Client Users Guide and the FBR Server and System Administration Users Guide for a complete functional description.	EA	US	$28,800.00
132-33	IN-SW-130006-001-M-24	TriTech	N/A	Inform FBR v4.6+ Server Software (F - 1001+ Users) - Maintenance 24x7	Maintenance 24x7 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$6,336.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-130006-001-M-8	TriTech	N/A	Inform FBR v4.6+ Server Software (F - 1001+ Users) - Maintenance 8x5	Maintenance 8x5 - This Field Based Reporting (FBR) v4.6+ system is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing Inform FBR v4.6+ helps agencies get reports into records faster, decrease time spent writing reports, increase the quality of reports, and more. Inform FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. See the Inform FBR v4.6+ Client Users Guide and the FBR v4.6+ Server and System Administration Users Guide for a complete functional description.	EA	US	$5,184.00
132-33	IN-SW-130007-001-M-24	TriTech	N/A	Inform FBR v4.6+ User - Maintenance 24x7	Maintenance 24x7 - Concurrent User License. This Field Based Reporting (FBR) v4.6+ is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing FBR v4.6+ helps agencies get reports into records faster, decreases time spent writing reports, increase the quality of reports, and more. FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. Requires a Visio license for every FBR v4.6+ user producing or viewing accident diagrams.	EA	US	$181.17
132-33	IN-SW-130007-001-M-8	TriTech	N/A	Inform FBR v4.6+ User - Maintenance 8x5	Maintenance 8x5 - Concurrent User License. This Field Based Reporting (FBR) v4.6+ is a client/server web-based forms solution that provides officers the ability to create, update, and submit reports from the field or in the station. A key benefit to any department is the ability to streamline the reporting process, from writing a report through the entire approval process. Utilizing FBR v4.6+ helps agencies get reports into records faster, decreases time spent writing reports, increase the quality of reports, and more. FBR v4.6+ also integrates with existing Microsoft technology such as Word and Visio, allowing agencies to take advantage of software that may already be in use. Requires a Visio license for every FBR v4.6+ user producing or viewing accident diagrams.	EA	US	$148.23
132-33	IN-SW-150002-001	TriTech	N/A	Inform Jail v4.6+ Server Software (A - 1-10 Users)	This Inmate/Jail Management v4.6+ System is a client/server application that can be provided as a module of Inform Records Management System (RMS) or as a stand-alone application. The Inform Jail system is designed to enhance an agency's daily productivity and improve officer safety. The Jail system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail system's flexibility allows agencies to build a system that incorporates facilities specific cell types, cell locations, frequented external locations, and more. See the Jail Setup Users Guide, the Jail Module Users Guide, the Jail Commissary Users Guide, and the Jail Interfaces Users Guide for a complete functional description.	EA	US	$13,721.40

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-150002-001-M-24	TriTech	N/A	Inform Jail v4.6+ Server Software (A - 1-10 Users) - Maintenance 24x7	Maintenance 24x7 - This Inmate/Jail v4.6+ Management System is a client/server application that can be provided as a module of Inform Records Management System (RMS) or as a stand-alone application. The Inform Jail v4.6+ system is designed to enhance an agency's daily productivity and improve officer safety. The Jail v4.6+ system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail v4.6+ system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail v4.6+ system's flexibility allows agencies to build a system that incorporates a facility's specific cell types, cell locations, frequented external locations, and more. See the Jail v4.6+ Setup Users Guide, the Jail v4.6+ Module Users Guide, the Jail v4.6+ Commissary Users Guide, and the Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$3,018.71
132-33	IN-SW-150003-001	TriTech	N/A	Inform Jail v4.6+ Server Software (B - 11-20 Users)	This Inmate/Jail Management v4.6+ System is a client/server application that can be provided as a module of Inform Records Management System (RMS) v4.6+ or as a stand-alone application. The Inform Jail system is designed to enhance an agency's daily productivity and improve officer safety. The Jail system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail system's flexibility allows agencies to build a system that incorporates facilities specific cell types, cell locations, frequented external locations, and more. See the Jail Setup Users Guide, the Jail Module Users Guide, the Jail Commissary Users Guide, and the Jail Interfaces Users Guide for a complete functional description.	EA	US	$32,931.00
132-33	IN-SW-150003-001-M-24	TriTech	N/A	Inform Jail v4.6+ Server Software (B - 11-20 Users) - Maintenance 24x7	Maintenance 24x7 - This Inmate/Jail v4.6+ Management System is a client/server application that can be provided as a module of Inform Records Management System (RMS) or as a stand-alone application. The Inform Jail v4.6+ system is designed to enhance an agency's daily productivity and improve officer safety. The Jail v4.6+ system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail v4.6+ system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail v4.6+ system's flexibility allows agencies to build a system that incorporates a facility's specific cell types, cell locations, frequented external locations, and more. See the Jail v4.6+ Setup Users Guide, the Jail v4.6+ Module Users Guide, the Jail v4.6+ Commissary Users Guide, and the Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$7,244.82
132-33	IN-SW-150004-001	TriTech	N/A	Inform Jail v4.6+ Server Software (C - 21-40 Users)	This Inmate/Jail Management v4.6+ System is a client/server application that can be provided as a module of Inform Records Management System (RMS) v4.6+ or as a stand-alone application. The Inform Jail system is designed to enhance an agency's daily productivity and improve officer safety. The Jail system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail system's flexibility allows agencies to build a system that incorporates facilities specific cell types, cell locations, frequented external locations, and more. See the Jail Setup Users Guide, the Jail Module Users Guide, the Jail Commissary Users Guide, and the Jail Interfaces Users Guide for a complete functional description.	EA	US	$52,272.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-150004-001-M-24	TriTech	N/A	Inform Jail v4.6+ Server Software (C - 21-40 Users) - Maintenance 24x7	Maintenance 24x7 - This Inmate/Jail v4.6+ Management System is a client/server application that can be provided as a module of Inform Records Management System (RMS) or as a stand-alone application. The Inform Jail v4.6+ system is designed to enhance an agency's daily productivity and improve officer safety. The Jail v4.6+ system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail v4.6+ system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail v4.6+ system's flexibility allows agencies to build a system that incorporates a facility's specific cell types, cell locations, frequented external locations, and more. See the Jail v4.6+ Setup Users Guide, the Jail v4.6+ Module Users Guide, the Jail v4.6+ Commissary Users Guide, and the Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$11,499.84
132-33	IN-SW-150005-001	TriTech	N/A	Inform Jail v4.6+ Server Software (D - 41-100 Users)	This Inmate/Jail Management v4.6+ System is a client/server application that can be provided as a module of Inform Records Management System (RMS) or as a stand-alone application. The Inform Jail system is designed to enhance an agency's daily productivity and improve officer safety. The Jail system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail system's flexibility allows agencies to build a system that incorporates facilities specific cell types, cell locations, frequented external locations, and more. See the Jail Setup Users Guide, the Jail Module Users Guide, the Jail Commissary Users Guide, and the Jail Interfaces Users Guide for a complete functional description.	EA	US	$58,320.00
132-33	IN-SW-150005-001-M-24	TriTech	N/A	Inform Jail v4.6+ Server Software (D - 41-100 Users) - Maintenance 24x7	Maintenance 24x7 - This Inmate/Jail v4.6+ Management System is a client/server application that can be provided as a module of Inform Records Management System (RMS) or as a stand-alone application. The Inform Jail v4.6+ system is designed to enhance an agency's daily productivity and improve officer safety. The Jail v4.6+ system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail v4.6+ system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail v4.6+ system's flexibility allows agencies to build a system that incorporates a facility's specific cell types, cell locations, frequented external locations, and more. See the Jail v4.6+ Setup Users Guide, the Jail v4.6+ Module Users Guide, the Jail v4.6+ Commissary Users Guide, and the Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$12,830.40
132-33	IN-SW-150006-001	TriTech	N/A	Inform Jail v4.6+ Server Software (E - 101+ Users)	This Inmate/Jail Management v4.6+ System is a client/server application that can be provided as a module of Inform Records Management System (RMS) or as a stand-alone application. The Inform Jail system is designed to enhance an agency's daily productivity and improve officer safety. The Jail system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail system's flexibility allows agencies to build a system that incorporates facilities specific cell types, cell locations, frequented external locations, and more. See the Jail Setup Users Guide, the Jail Module Users Guide, the Jail Commissary Users Guide, and the Jail Interfaces Users Guide for a complete functional description.	EA	US	$78,732.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-150006-001-M-24	TriTech	N/A	Inform Jail v4.6+ Server Software (E - 101+ Users) - Maintenance 24x7	Maintenance 24x7 - This Inmate/Jail v4.6+ Management System is a client/server application that can be provided as a module of Inform Records Management System (RMS) or as a stand-alone application. The Inform Jail v4.6+ system is designed to enhance an agency's daily productivity and improve officer safety. The Jail v4.6+ system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail v4.6+ system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail v4.6+ system's flexibility allows agencies to build a system that incorporates a facility's specific cell types, cell locations, frequented external locations, and more. See the Jail v4.6+ Setup Users Guide, the Jail v4.6+ Module Users Guide, the Jail v4.6+ Commissary Users Guide, and the Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$17,321.04
132-33	IN-SW-150007-001	TriTech	N/A	Inform Jail v4.6+ to Northpointe COMPAS Interface	This provides the interface between Inform Jail v4.6+ and Northpointe COMPAS Inmate Classification software. This interface allows the Northpointe COMPAS software to perform inmate classifications and risk assessments. Inform Jail then collects and saves these classification results. Separate third-party software is required. See the Inform Jail Interfaces User's Guide for a complete functional description.	EA	US	$8,550.00
132-33	IN-SW-150007-001-M-24	TriTech	N/A	Inform Jail v4.6+ to Northpointe COMPAS Interface - Maintenance 24x7	Maintenance 24x7 - This provides the interface between Inform Jail v4.6+ and Northpointe COMPAS Inmate Classification software. This interface allows access to the Northpointe COMPAS software to perform inmate classifications and risk assessments. Inform Jail v4.6+ then collects and saves these classification results. Separate third-party software is required. See the Inform Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$1,881.00
132-33	IN-SW-150007-001-M-8	TriTech	N/A	Inform Jail v4.6+ to Northpointe COMPAS Interface - Maintenance 8x5	Maintenance 8x5 - This provides the interface between Inform Jail v4.6+ and Northpointe COMPAS Inmate Classification software. This interface allows access to the Northpointe COMPAS software to perform inmate classifications and risk assessments. Inform Jail v4.6+ then collects and saves these classification results. Separate third-party software is required. See the Inform Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$1,539.00
132-33	IN-SW-150008-001	TriTech	N/A	Inform Jail v4.6+ Biometric Interface	This provides the interface between the Inform Jail v4.6+ system and M2Sys fingerprint reader devices via USB. This interface enables Jail users to identify and track inmates through the capture, storage and association of a biometric with an inmate's name in the Jail system. The biometric option is available for currently confined inmates and inmates entered in the Master Name index with an associated biometric. Separate third-party hardware is required. See the Jail Interfaces User's Guide for a complete functional description.	EA	US	$3,600.00
132-33	IN-SW-150008-001-M-24	TriTech	N/A	Inform Jail v4.6+ Biometric Interface - Maintenance 24x7	Maintenance 24x7 - This provides the interface between the Inform Jail v4.6+ system and M2Sys fingerprint reader devices via USB. This interface enables Jail v4.6+ users to identify and track inmates through the capture, storage and association of a biometric with an inmate's name in the Jail v4.6+ system. The biometric option is available for currently confined inmates and inmates entered in the Master name index with an associated biometric. Separate third-party hardware is required. See the Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$792.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-150008-001-M-8	TriTech	N/A	Inform Jail v4.6+ Biometric Interface - Maintenance 8x5	Maintenance 8x5 - This provides the interface between the Inform Jail v4.6+ system and M2Sys fingerprint reader devices via USB. This interface enables Jail v4.6+ users to identify and track inmates through the capture, storage and association of a biometric with an inmate's name in the Jail v4.6+ system. The biometric option is available for currently confined inmates and inmates entered in the Master name index with an associated biometric. Separate third-party hardware is required. See the Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$648.00
132-33	IN-SW-150009-001	TriTech	N/A	Inform Jail v4.6+ User	Concurrent user license for the Inmate/Jail Management System v4.6+ is a client/server application that can be provided as a module of Records Management System (RMS) or as a stand-alone application. Inform Jail is designed to enhance an agency's daily productivity and improve officer safety. The Jail system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail system's flexibility allows agencies to build a system that incorporates facility specific cell types, cell locations, frequented external locations, and more. See the Jail Setup Users Guide, the Jail Module Users Guide, the Jail Commissary Users Guide, and the Jail Interfaces Users Guide for a complete functional description.	EA	US	$1,431.00
132-33	IN-SW-150009-001-M-24	TriTech	N/A	Inform Jail v4.6+ User - Maintenance 24x7	Maintenance 24x7 - Concurrent user license for the Inmate/Jail v4.6+ Management System is a client/server application that can be provided as a module of Records Management System (RMS) or as a stand-alone application. Inform Jail v4.6+ is designed to enhance an agency's daily productivity and improve officer safety. The Jail v4.6+ system allows correctional facilities to monitor and record extensive inmate-related activities. The Jail v4.6+ system is designed to heighten the security and integrity of correctional facilities by automating the intake, housing, care, and release of inmates. The Jail v4.6+ system's flexibility allows agencies to build a system that incorporates a facility's specific cell types, cell locations, frequented external locations, and more. See the Jail v4.6+ Setup Users Guide, the Jail v4.6+ Mobile Users Guide, the Jail v4.6+ Commissary Users Guide, and the Jail v4.6+ Interfaces Users Guide for a complete functional description.	EA	US	$314.82
132-33	IN-SW-150010-001	TriTech	N/A	Inform Jail v4.6+ Barcode and Magnetic Stripe Reader Interface License	This is Inform Jails Drivers License Reader (DLR) v4.6+ interface, which enables users to electronically scan drivers licenses or state identification cards via barcode scanners and magnetic stripe readers. The captured license/card information populates forms in Jail (Inmate/Confinement-Person tab, Approved Visitor, Commercial Visitor, and Quick Book), saving officers time and reducing data entry errors. See the Jail Drivers License Reader Installation and Users Guide for a complete functional description.	EA	US	$4,500.00
132-33	IN-SW-150010-001-M-24	TriTech	N/A	Inform Jail v4.6+ Barcode and Magnetic Stripe Reader Interface License - Maintenance 24x7	Maintenance 24x7 - This is Inform Jail v4.6+ Drivers License Reader (DLR) interface, which enables users to electronically scan drivers licenses or state identification cards via barcode scanners and magnetic stripe readers. The captured license/card information populates forms in Jail v4.6+ (Inmate/Confinement-Person tab, Approved Visitor, Commercial Visitor, and Quick Book), saving officers time and reducing data entry errors. See the Jail v4.6+ Drivers License Reader Installation and Users Guide for a complete functional description.	EA	US	$990.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-150010-001-M-8	TriTech	N/A	Inform Jail v4.6+ Barcode and Magnetic Stripe Reader Interface License - Maintenance 8x5	Maintenance 8x5 - This is Inform Jail v4.6+ Drivers License Reader (DLR) interface, which enables users to electronically scan drivers licenses or state identification cards via barcode scanners and magnetic stripe readers. The captured license/card information populates forms in Jail v4.6+ (Inmate/Confinement-Person tab, Approved Visitor, Commercial Visitor, and Quick Book), saving officers time and reducing data entry errors. See the Jail v4.6+ Drivers License Reader Installation and Users Guide for a complete functional description.	EA	US	$810.00
132-33	IN-SW-150011-001	TriTech	N/A	Inform Jail v4.6+ Barcode and Magnetic Stripe Reader Device License	This is Inform Jails Drivers License Reader (DLR) v4.6+ device license, which enables users to electronically scan drivers licenses or state identification cards via barcode scanners and magnetic stripe readers. The captured license/card information populates forms in Jail (Inmate/Confinement-Person tab, Approved Visitor, Commercial Visitor, and Quick Book), saving officers time and reducing data entry errors. See the Jail Drivers License Reader Installation and Users Guide for a complete functional description.	EA	US	$238.50
132-33	IN-SW-150011-001-M-24	TriTech	N/A	Inform Jail v4.6+ Barcode and Magnetic Stripe Reader Device License - Maintenance 24x7	Maintenance 24x7 - This is Inform Jail v4.6+ Drivers License Reader (DLR) device license, which enables users to electronically scan drivers licenses or state identification cards via barcode scanners and magnetic stripe readers. The captured license/card information populates forms in Jail v4.6+ (Inmate/Confinement-Person tab, Approved Visitor, Commercial Visitor, and Quick Book), saving officers time and reducing data entry errors. See Jail v4.6+ Drivers License Reader Installation and Users Guide for a complete functional description.	EA	US	$52.47
132-33	IN-SW-150011-001-M-8	TriTech	N/A	Inform Jail v4.6+ Barcode and Magnetic Stripe Reader Device License - Maintenance 8x5	Maintenance 8x5 - This is Inform Jail v4.6+ Drivers License Reader (DLR) device license, which enables users to electronically scan drivers licenses or state identification cards via barcode scanners and magnetic stripe readers. The captured license/card information populates forms in Jail v4.6+ (Inmate/Confinement-Person tab, Approved Visitor, Commercial Visitor, and Quick Book), saving officers time and reducing data entry errors. See Jail v4.6+ Drivers License Reader Installation and Users Guide for a complete functional description.	EA	US	$42.93
132-33	IN-SW-160001-001	TriTech	N/A	Inform MNHS (A - 1-10 Users)	The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance is important for every MNHS client. The extended maintenance agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$8,527.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-160001-001-M-24	TriTech	N/A	MNHS (A - 1-10 Users) - Maintenance 24x7	Maintenance 24x7 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$1,876.05
132-33	IN-SW-160001-001-M-8	TriTech	N/A	MNHS (A - 1-10 Users) - Maintenance 8X5	Maintenance 8X5 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$1,534.95
132-33	IN-SW-160002-001	TriTech	N/A	Inform MNHS (B - 11-20 Users)	The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance is important for every MNHS client. The extended maintenance agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$25,047.00
132-33	IN-SW-160002-001-M-24	TriTech	N/A	MNHS (B - 11-20 Users) - Maintenance 24x7	Maintenance 24x7 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$5,510.34

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-160002-001-M-8	TriTech	N/A	MNHS (B - 11-20 Users) - Maintenance 8x5	Maintenance 8x5 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$4,508.46
132-33	IN-SW-160003-001	TriTech	N/A	Inform MNHS (C - 21-40 Users)	The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance is important for every MNHS client. The extended maintenance agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$55,980.00
132-33	IN-SW-160003-001-M-24	TriTech	N/A	MNHS (C - 21-40 Users) - Maintenance 24x7	Maintenance 24x7 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$12,315.60
132-33	IN-SW-160003-001-M-8	TriTech	N/A	MNHS (C - 21-40 Users) - Maintenance 8x5	Maintenance 8x5 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$10,076.40

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-160004-001	TriTech	N/A	Inform MNHS (D - 41-100 Users)	The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance is important for every MNHS client. The extended maintenance agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$62,190.00
132-33	IN-SW-160004-001-M-24	TriTech	N/A	MNHS (D - 41-100 Users) - Maintenance 24x7	Maintenance 24x7 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$13,681.80
132-33	IN-SW-160004-001-M-8	TriTech	N/A	MNHS (D - 41-100 Users) - Maintenance 8x5	Maintenance 8x5 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$11,194.20
132-33	IN-SW-160005-001	TriTech	N/A	Inform MNHS (E - 101-250 Users)	The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance is important for every MNHS client. The extended maintenance agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$80,190.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-160005-001-M-24	TriTech	N/A	MNHS (E - 101-250 Users) - Maintenance 24x7	Maintenance 24x7 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$17,641.80
132-33	IN-SW-160005-001-M-8	TriTech	N/A	MNHS (E - 101-250 Users) - Maintenance 8x5	Maintenance 8x5 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$14,434.20
132-33	IN-SW-160006-001	TriTech	N/A	Inform MNHS (F - 251-500 Users)	The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance is important for every MNHS client. The extended maintenance agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$98,190.00
132-33	IN-SW-160006-001-M-24	TriTech	N/A	MNHS (F - 251-500 Users) - Maintenance 24x7	Maintenance 24x7 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$21,601.80

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-160006-001-M-8	TriTech	N/A	MNHS (F - 251-500 Users) - Maintenance 8x5	Maintenance 8x5 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$17,674.20
132-33	IN-SW-160007-001	TriTech	N/A	Inform MNHS (G - 501+ Users)	The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance is important for every MNHS client. The extended maintenance agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$116,190.00
132-33	IN-SW-160007-001-M-24	TriTech	N/A	MNHS (G - 501+ Users) - Maintenance 24x7	Maintenance 24x7 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$25,561.80
132-33	IN-SW-160007-001-M-8	TriTech	N/A	MNHS (G - 501+ Users) - Maintenance 8x5	Maintenance 8x5 - The Inform Master Name Historical Summary (MNHS) application and database product line includes the following: MNHSViewer provides view-only access to historical data for analysis and report generation. MNHSAdmin provides facilities that allow the System Administrator to edit and expunge specific record data within the historical database. MNHSReport Writer is a unique tool that allows users to create a variety of criminal history, statistical, and workload reports. Database and Services: up to eight (8) hours telephone consultation is provided to assist the client in mapping their legacy data into the predefined MNHS table format, which is transferred into the actual database. MNHSMaintenance 24x7 is important for every MNHS client. The extended Maintenance 24x7 agreement is an annual service offered to MNHS clients. Please see the MNHS Users Guide for a complete functional description.	EA	US	$20,014.20

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-170002-001	TriTech	N/A	Inform Mobile Server Software (A - 1-40 Positions)	Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) Interface if linked with Inform CAD.	EA	US	$13,500.00
132-33	IN-SW-170002-001-M-24	TriTech	N/A	Inform Mobile Server Software (A - 1-40 Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) interface if linked with Inform CAD.	EA	US	$2,970.00
132-33	IN-SW-170003-001	TriTech	N/A	Inform Mobile Server Software (B - 41-100 Positions)	Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) Interface if linked with Inform CAD.	EA	US	$22,500.00
132-33	IN-SW-170003-001-M-24	TriTech	N/A	Inform Mobile Server Software (B - 41-100 Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) interface if linked with Inform CAD.	EA	US	$4,950.00
132-33	IN-SW-170004-001	TriTech	N/A	Inform Mobile Server Software (C - 101-250 Positions)	Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) Interface if linked with Inform CAD.	EA	US	$40,500.00
132-33	IN-SW-170004-001-M-24	TriTech	N/A	Inform Mobile Server Software (C - 101-250 Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) interface if linked with Inform CAD.	EA	US	$8,910.00
132-33	IN-SW-170005-001	TriTech	N/A	Inform Mobile Server Software (D - 251-500 Positions)	Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) Interface if linked with Inform CAD.	EA	US	$67,500.00
132-33	IN-SW-170005-001-M-24	TriTech	N/A	Inform Mobile Server Software (D - 251-500 Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) interface if linked with Inform CAD.	EA	US	$14,850.00
132-33	IN-SW-170006-001	TriTech	N/A	Inform Mobile Server Software (E - 501-1000 Positions)	Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) Interface if linked with Inform CAD.	EA	US	$90,000.00
132-33	IN-SW-170006-001-M-24	TriTech	N/A	Inform Mobile Server Software (E - 501-1000 Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) interface if linked with Inform CAD.	EA	US	$19,800.00
132-33	IN-SW-170007-001	TriTech	N/A	Inform Mobile Server Software (F - 1001- Positions)	Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) Interface if linked with Inform CAD.	EA	US	$112,500.00
132-33	IN-SW-170007-001-M-24	TriTech	N/A	Inform Mobile Server Software (F - 1001+ Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages connectivity, configuration and upgrades for all Mobile users. Includes an Inform Mobile to Inform Computer Aided Dispatch (CAD) interface if linked with Inform CAD.	EA	US	$24,750.00
132-33	IN-SW-170009-001	TriTech	N/A	Inform Mobile Base Position with CJIS/NCIC Forms	In-car software provides silent dispatch, messaging and records checks. Generally, only specified for Police agencies. May be mixed with non-CJIS users. Includes the ESRI licenses for mapping. Inform Mobile Mapping Support will be charged for each position.	EA	US	$900.00
132-33	IN-SW-170009-001-M-24	TriTech	N/A	Inform Mobile Base Position with CJIS/NCIC Forms - Maintenance 24x7	Maintenance 24x7 - In-car software provides silent dispatch, messaging and records checks. Generally, only specified for Police agencies. May be mixed with non-CJIS users.	EA	US	$198.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-170010-001	TriTech	N/A	Inform Mobile Base Position	Client software that runs in the vehicle offering silent dispatch and messaging. This option is generally specified for Fire and EMS or other agencies without the need to do records checks. AVL is included. Includes the ESRI licenses for mapping. Inform Mobile Mapping Support will be charged for each position.	EA	US	$720.00
132-33	IN-SW-170010-001-M-24	TriTech	N/A	Inform Mobile Base Position - Maintenance 24x7	Maintenance 24x7 - Client software that runs in the vehicle offering silent dispatch and messaging. This option is generally specified for Fire and Emergency Medical Services (EMS) or other agencies without the need to do records checks. Automatic Vehicle Location (AVL) is included.	EA	US	$158.40
132-33	IN-SW-170012-001-M-24	TriTech	N/A	Inform Mobile Sub-Agency License - Maintenance 24x7	Maintenance 24x7 - Inform Mobile Sub-Agency License option offers functionality to allow an agency-specific configuration.	EA	US	$495.00
132-33	IN-SW-170013-001	TriTech	N/A	Inform Mobile Text to Speech & Voice Commands	Mobile module automatically reads incoming messages and responds to voice navigation.	EA	US	$90.00
132-33	IN-SW-170013-001-M-24	TriTech	N/A	Inform Mobile Text to Speech & Voice Commands - Maintenance 24x7	Maintenance 24x7 - Inform Mobile Text to Speech & Voice Commands module automatically reads incoming messages and responds to voice navigation.	EA	US	$19.80
132-33	IN-SW-170014-001	TriTech	N/A	Inform Mobile AFR XML Export	Standard XML export of pre-defined data fields to the AFR Application.	EA	US	$90.00
132-33	IN-SW-170014-001-M-24	TriTech	N/A	Inform Mobile AFR XML Export - Maintenance 24x7	Maintenance 24x7 - Standard XML export of pre-defined data fields to the AFR Application.	EA	US	$19.80
132-33	IN-SW-170015-001	TriTech	N/A	Inform Mobile Magnetic Stripe Reader Software	Interfaces magnetic stripe readers to allow officers to run checks by swiping the driver's license	EA	US	$180.00
132-33	IN-SW-170015-001-M-24	TriTech	N/A	Inform Mobile Magnetic Stripe Reader Software - Maintenance 24x7	Maintenance 24x7 - Inform Mobile Magnetic Stripe Reader interfaces magnetic stripe readers to allow officers to run checks by swiping the driver's license.	EA	US	$39.60
132-33	IN-SW-170018-001	TriTech	N/A	Inform Mobile Incident Summary Log	Incident Summary Log provides an agency with the ability to capture and store custom data elements associated with an incident and unit for statistical and/or reporting purposes. The data is stored in the Inform Computer Aided Dispatch (CAD) database and is searchable from the Inform Mobile client.	EA	US	$2,250.00
132-33	IN-SW-170018-001-M-24	TriTech	N/A	Inform Mobile Incident Summary Log - Maintenance 24x7	Maintenance 24x7 - Incident Summary Log provides an agency with the ability to capture and store custom data elements associated with an incident and unit for statistical and/or reporting purposes. The data is stored in the Inform Computer Aided Dispatch (CAD) database and is searchable from the Inform Mobile client.	EA	US	$495.00
132-33	IN-SW-170019-001	TriTech	N/A	Inform AVL Only (A - 1-40 Positions)	Server-side software that manages Automated Vehicle Location (AVL) only units. Inform AVL Only (A - 1-40 Positions)	EA	US	$13,500.00
132-33	IN-SW-170019-001-M-24	TriTech	N/A	Inform AVL Only (A - 1-40 Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages Inform Automatic Vehicle Location (AVL) only units.	EA	US	$2,970.00
132-33	IN-SW-170020-001	TriTech	N/A	Inform AVL Only (B - 41-100 Positions)	Server-side software that manages Automated Vehicle Location (AVL) only units. Inform AVL Only (B - 41-100 Positions)	EA	US	$22,500.00
132-33	IN-SW-170020-001-M-24	TriTech	N/A	Inform AVL Only (B - 41-100 Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages Inform Automatic Vehicle Location (AVL) only units.	EA	US	$4,950.00
132-33	IN-SW-170021-001	TriTech	N/A	Inform AVL Only (C - 101-250 Positions)	Server-side software that manages Automated Vehicle Location (AVL) only units. Inform AVL Only (C - 101-250 Positions)	EA	US	$31,500.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-170021-001-M-24	TriTech	N/A	Inform AVL Only (C - 101-250 Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages Inform Automatic Vehicle Location (AVL) only units.	EA	US	$6,930.00
132-33	IN-SW-170022-001	TriTech	N/A	Inform AVL Only (D - 251-500 Positions)	Server-side software that manages Automated Vehicle Location (AVL) only units. Inform AVL Only (D - 251-500 Positions)	EA	US	$40,500.00
132-33	IN-SW-170022-001-M-24	TriTech	N/A	Inform AVL Only (D - 251-500 Positions) - Maintenance 24x7	Maintenance 24x7 - Server-side software that manages Inform Automatic Vehicle Location (AVL) only units.	EA	US	$8,910.00
132-33	IN-SW-180001-001	TriTech	N/A	Inform RMS v4.6+ TRACs Interface	This provides the interface between Records Management System (RMS) v4.6+ DMV and the Traffic and Criminal Software (TraCS) application. This interface allows agencies with the TraCS (Traffic and Criminal Software) client the ability to automatically convert and import DMV records into Inform RMS. Separate third-party software is required.	EA	US	$7,020.00
132-33	IN-SW-180001-001-M-24	TriTech	N/A	Inform RMS v4.6+ TRACs Interface - Maintenance 24x7	Maintenance 24x7 - This provides the interface between Inform Records Management System (RMS) DMV and the Traffic and Criminal Software (TraCS) application. This interface allows agencies with the TraCS (Traffic and Criminal Software) client the ability to automatically convert and import DMV records into Inform RMS. Separate third-party software is required.	EA	US	$1,544.40
132-33	IN-SW-180001-001-M-8	TriTech	N/A	Inform RMS v4.6+ TRACs Interface - Maintenance 8x5	Maintenance 8x5 - This provides the interface between Inform Records Management System (RMS) DMV and the Traffic and Criminal Software (TraCS) application. This interface allows agencies with the TraCS (Traffic and Criminal Software) client the ability to automatically convert and import DMV records into Inform RMS. Separate third-party software is required.	EA	US	$1,263.60
132-33	IN-SW-180002-001-M-24	TriTech	N/A	Inform RMS v4.6+ Pawn Interface - Maintenance 24x7	Maintenance 24x7 - This interface allows agencies that receive pawn data directly from Pawn Brokers via files, to validate and import those files into the Inform Records Management System (RMS) v4.6+ Pawn Module. The interface is configurable to allow agencies to determine the level of validation to be performed on the incoming data. Separate third-party software is required. See the RMS v4.6+ Pawn Importer Users Guide for a complete functional description.	EA	US	$3,564.00
132-33	IN-SW-180002-001-M-8	TriTech	N/A	Inform RMS v4.6+ Pawn Interface - Maintenance 8x5	Maintenance 8x5 - This interface allows agencies that receive pawn data directly from Pawn Brokers via files, to validate and import those files into the Inform Records Management System (RMS) v4.6+ Pawn Module. The interface is configurable to allow agencies to determine the level of validation to be performed on the incoming data. Separate third-party software is required. See the RMS v4.6+ Pawn Importer Users Guide for a complete functional description.	EA	US	$2,916.00
132-33	IN-SW-180003-001	TriTech	N/A	Inform RMS v4.6+ State Publisher	This provides the interface between Inform Records Management System (RMS) v4.6+ and SCIEx (South Carolina Information Exchange). This allows Inform RMS clients to upload data to the state server. Once the initial upload is complete, it continues to monitor for changes and keeps the state server up-to-date. Participation with the state server is also required. See the RMS SCIEx Installation and Configuration Guide for a complete functional description.	EA	US	$13,500.00
132-33	IN-SW-180003-001-M-24	TriTech	N/A	Inform RMS v4.6+ State Publisher - Maintenance 24x7	Maintenance 24x7 - This provides the interface between Inform Records Management System (RMS) v4.6+ and SCIEx (South Carolina Information Exchange). This allows Inform RMS v4.6+ clients to upload data to the state server. Once the initial upload is complete, it continues to monitor for changes and keeps the state server up-to-date. Participation with the state server is also required. See the RMS v4.6+ SCIEx Installation and Configuration Guide for a complete functional description.	EA	US	$2,970.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180003-001-M-8	TriTech	N/A	Inform RMS v4.6+ State Publisher - Maintenance 8x5	Maintenance 8x5 - This provides the interface between Inform Records Management System (RMS) v4.6+ and SCIEx (South Carolina Information Exchange). This allows Inform RMS v4.6+ clients to upload data to the state server. Once the initial upload is complete, it continues to monitor for changes and keeps the state server up-to-date. Participation with the state server is also required. See the RMS v4.6+ SCIEx Installation and Configuration Guide for a complete functional description.	EA	US	$2,430.00
132-33	IN-SW-180004-001	TriTech	N/A	Inform RMS Warrant Importer (NC Specific)	This provides the interface between Inform Records Management System (RMS) Warrant v4.6+ and the state of North Carolina Warrant Repository (NCAWARE) used by North Carolina Law Enforcement Agencies (LEA). The North Carolina Administrative Office of the Courts (NCAOC) will produce a nightly data extract from the North Carolina Warrant Repository (NCAWARE) that allows the LEAs to obtain that data to populate Inform RMS. This capability allows for reduction of duplicate data entry. This interface imports the extracted data files from NCAWARE nightly and imports them into Inform RMS Warrant Module. Participation with the state system is also required.	EA	US	$5,292.00
132-33	IN-SW-180004-001-M-24	TriTech	N/A	Inform RMS v4.6+ Warrant Importer (NC Specific) - Maintenance 24x7	Maintenance 24x7 - This provides the interface between Inform Records Management System (RMS) v4.6+ Warrant and the State of North Carolina's Warrant Repository (NCAWARE) used by North Carolina Law Enforcement Agencies (LEA). The North Carolina Administrative Office of the Courts (NCAOC) will produce a nightly data extract from the North Carolina Warrant Repository (NCAWARE) that allows the LEAs to obtain that data to populate Inform RMS v4.6+. This capability allows for reduction of duplicate data entry. This interface imports the extracted data files from NCAWARE nightly and imports them into Inform RMS v4.6+ Warrant Module. Participation with the state system is also required.	EA	US	$1,164.24
132-33	IN-SW-180004-001-M-8	TriTech	N/A	Inform RMS v4.6+ Warrant Importer (NC Specific) - Maintenance 8x5	Maintenance 8x5 - This provides the interface between Inform Records Management System (RMS) v4.6+ Warrant and the State of North Carolina's Warrant Repository (NCAWARE) used by North Carolina Law Enforcement Agencies (LEA). The North Carolina Administrative Office of the Courts (NCAOC) will produce a nightly data extract from the North Carolina Warrant Repository (NCAWARE) that allows the LEAs to obtain that data to populate Inform RMS v4.6+. This capability allows for reduction of duplicate data entry. This interface imports the extracted data files from NCAWARE nightly and imports them into Inform RMS v4.6+ Warrant Module. Participation with the state system is also required.	EA	US	$952.56
132-33	IN-SW-180005-001-M-24	TriTech	N/A	Inform RMS v4.6+ Server Software (A - 1-10 Users) - Maintenance 24x7	Maintenance 24x7 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 24x7, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$3,019.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180005-001-M-8	TriTech	N/A	Inform RMS v4.6+ Server Software (A - 1-10 Users) - Maintenance 8x5	Maintenance 8x5 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 8x5, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$2,470.50
132-33	IN-SW-180006-001-M-24	TriTech	N/A	Inform RMS v4.6+ Server Software (B - 11-20 Users) - Maintenance 24x7	Maintenance 24x7 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 24x7, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$7,244.82
132-33	IN-SW-180006-001-M-8	TriTech	N/A	Inform RMS v4.6+ Server Software (B - 11-20 Users) - Maintenance 8x5	Maintenance 8x5 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 8x5, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$5,927.58
132-33	IN-SW-180007-001-M-24	TriTech	N/A	Inform RMS v4.6+ Server Software (C - 21-40 Users) - Maintenance 24x7	Maintenance 24x7 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 24x7, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$11,499.84

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180007-001-M-8	TriTech	N/A	Inform RMS v4.6+ Server Software (C - 21-40 Users) - Maintenance 8x5	Maintenance 8x5 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 8x5, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$9,408.96
132-33	IN-SW-180008-001-M-24	TriTech	N/A	Inform RMS v4.6+ Server Software (D - 41-100 Users) - Maintenance 24x7	Maintenance 24x7 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 24x7, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$12,830.40
132-33	IN-SW-180008-001-M-8	TriTech	N/A	Inform RMS v4.6+ Server Software (D - 41-100 Users) - Maintenance 8x5	Maintenance 8x5 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 8x5, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$10,497.60
132-33	IN-SW-180009-001-M-24	TriTech	N/A	Inform RMS v4.6+ Server Software (E - 101-250 Users) - Maintenance 24x7	Maintenance 24x7 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 24x7, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$17,321.04

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180009-001-M-8	TriTech	N/A	Inform RMS v4.6+ Server Software (E - 101-250 Users) - Maintenance 8x5	Maintenance 8x5 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 8x5, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$14,171.76
132-33	IN-SW-180010-001-M-24	TriTech	N/A	Inform RMS v4.6+ Server Software (F - 251-500 Users) - Maintenance 24x7	Maintenance 24x7 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 24x7, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$23,383.80
132-33	IN-SW-180010-001-M-8	TriTech	N/A	Inform RMS v4.6+ Server Software (F - 251-500 Users) - Maintenance 8x5	Maintenance 8x5 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 8x5, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$19,132.20
132-33	IN-SW-180011-001-M-24	TriTech	N/A	Inform RMS v4.6+ Server Software (G - 501+ Users) - Maintenance 24x7	Maintenance 24x7 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 24x7, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$31,581.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180011-001-M-8	TriTech	N/A	Inform RMS v4.6+ Server Software (G - 501+ Users) - Maintenance 8x5	Maintenance 8x5 - Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 8x5, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$25,839.00
132-33	IN-SW-180012-001	TriTech	N/A	Inform RMS v4.6+ Equipment Maintenance	This is the Inform Records Management System (RMS) Equipment Maintenance v4.6+ module, which is an optional add-on module to the RMS system that provides inventory and maintenance management tools for agency equipment. The Equipment Maintenance system includes setup tools, which are used to add and update equipment records, define inspection/maintenance schedules, and add to or update vendor records. The remaining Equipment Maintenance system consists of three main sections: Daily Entries, Maintenance, and Miscellaneous. The Daily Entries sub-modules are used to track or log regular equipment information. The Maintenance sub-modules are used to assign maintenance schedules to individual equipment records, issue maintenance tickets, log maintenance performed on equipment, and review maintenance history. The Miscellaneous sub-modules are used to enter and print purchase orders and to view current equipment information. See the Inform RMS Equipment Maintenance Users Guide for a complete functional description.	EA	US	$11,761.20
132-33	IN-SW-180012-001-M-24	TriTech	N/A	Inform RMS v4.6+ Equipment Maintenance 24x7 - Maintenance 24x7	Maintenance 24x7 - This is the Inform Records Management System (RMS) v4.6+ Equipment Maintenance 24x7 module, which is an optional add-on module to the RMS v4.6+ system that provides inventory and Maintenance 24x7 management tools for agency equipment. The Equipment Maintenance 24x7 system includes setup tools, which are used to add and update equipment records, define Inspection/Maintenance 24x7 schedules, and to add or update vendor records. The remaining Equipment Maintenance 24x7 system consists of three main sections: Daily Entries, Maintenance 24x7, and Miscellaneous. The Daily Entries sub-modules are used to track or log regular equipment information. The Maintenance 24x7 sub-modules are used to assign Maintenance 24x7 schedules to individual equipment records, issue Maintenance 24x7 tickets, log Maintenance 24x7 performed on equipment, and review Maintenance 24x7 history. The Miscellaneous sub-modules are used to enter and print purchase orders and to view current equipment information. See the Inform RMS v4.6+ Equipment Maintenance Users Guide for a complete functional description.	EA	US	$2,587.46

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180012-001-M-8	TriTech	N/A	Inform RMS v4.6+ Equipment Maintenance 24x7 - Maintenance 8x5	Maintenance 8x5 - This is the Inform Records Management System (RMS) v4.6+ Equipment Maintenance 8x5 module, which is an optional add-on module to the RMS v4.6+ system that provides inventory and Maintenance 8x5 management tools for agency equipment. The Equipment Maintenance 8x5 system includes setup tools, which are used to add and update equipment records, define Inspection/Maintenance 8x5 schedules, and to add or update vendor records. The remaining Equipment Maintenance 8x5 system consists of three main sections: Daily Entries, Maintenance 8x5, and Miscellaneous. The Daily Entries sub-modules are used to track or log regular equipment information. The Maintenance 8x5 sub-modules are used to assign Maintenance 8x5 schedules to individual equipment records, issue Maintenance 8x5 tickets, log Maintenance 8x5 performed on equipment, and review Maintenance 8x5 history. The Miscellaneous sub-modules are used to enter and print purchase orders and to view current equipment information. See the Inform RMS v4.6+ Equipment Maintenance Users Guide for a complete functional description.	EA	US	$2,117.02
132-33	IN-SW-180013-001	TriTech	N/A	Inform RMS v4.6+ Accident	This is the Inform Records Management System (RMS) Traffic Accidents v4.6+ module, which is an optional add-on module to the RMS system that provides traffic accident reporting on state-specific forms. The Traffic Accidents (DMV) module allows agencies to track vehicle accidents, related property damage, driver information, and accident locations. See the Inform RMS DMV Users Guide for a complete functional description.	EA	US	$11,761.20
132-33	IN-SW-180013-001-M-24	TriTech	N/A	Inform RMS v4.6+ Accident - Maintenance 24x7	Maintenance 24x7 - This is the Inform Records Management System (RMS) v4.6+ Traffic Accidents module, which is an optional add-on module to the RMS v4.6+ system that provides traffic accident reporting on state-specific for RMS v4.6+. The Traffic Accidents (DMV) module allows agencies to track vehicle accidents, related property damage, driver information, and accident locations. See the Inform RMS v4.6+ DMV Users Guide for a complete functional description.	EA	US	$2,587.46
132-33	IN-SW-180013-001-M-8	TriTech	N/A	Inform RMS v4.6+ Accident - Maintenance 8x5	Maintenance 8x5 - This is the Inform Records Management System (RMS) v4.6+ Traffic Accidents module, which is an optional add-on module to the RMS v4.6+ system that provides traffic accident reporting on state-specific for RMS v4.6+. The Traffic Accidents (DMV) module allows agencies to track vehicle accidents, related property damage, driver information, and accident locations. See the Inform RMS v4.6+ DMV Users Guide for a complete functional description.	EA	US	$2,117.02
132-33	IN-SW-180014-001	TriTech	N/A	Inform RMS v4.6+ Intelligence, Internal Affairs and Narcotics	This is the Inform Records Management System (RMS) v4.6+ Intelligence, Internal Affairs and Narcotics module, which can be run as a stand-alone system or an optional add-on for RMS. It is specific to the Law Enforcement Intelligence, Internal Affairs and Narcotics Investigations information management. This module records surveillance activity, suspected drug activity, interviews, and undercover drug enforcement information. Known associates may also be recorded. The Intelligence system uses separate databases to ensure confidentiality. All of the Master Indices data entered within Intelligence cannot be seen within any other module and the reverse is also true. Another security feature of this module is that every Intelligence record a user enters is automatically confidential. This system is 28 CFR Part 23 compliant. Please see the Inform RMS Intelligence Users Guide for a complete functional description.	EA	US	$19,602.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180014-001-M-24	TriTech	N/A	Inform RMS 4.6+ Intelligence, Internal Affairs and Narcotics - Maintenance 24x7	Maintenance 24x7 - This is the Inform Records Management System (RMS) v4.6+ Intelligence, Internal Affairs and Narcotics modules, which can be run as a stand-alone system or an optional add-on for RMS v4.6+. It is specific to the Law Enforcement Intelligence, Internal Affairs and Narcotics Investigations Information management. This module records surveillance activity, suspected drug activity, interviews, and undercover drug enforcement information. Known associates may also be recorded. The Intelligence system uses separate databases to ensure confidentiality. All of the Master indices data entered within Intelligence cannot be seen within any other module and the reverse is also true. Another security feature of this module is that every Intelligence record a user enters is automatically confidential. This system is 28 CFR Part 23 compliant. Please see the Inform RMS v4.6+ Intelligence Users Guide for a complete functional description.	EA	US	$4,312.44
132-33	IN-SW-180014-001-M-8	TriTech	N/A	Inform RMS 4.6+ Intelligence, Internal Affairs and Narcotics - Maintenance 8x5	Maintenance 8x5 - This is the Inform Records Management System (RMS) v4.6+ Intelligence, Internal Affairs and Narcotics modules, which can be run as a stand-alone system or an optional add-on for RMS v4.6+. It is specific to the Law Enforcement Intelligence, Internal Affairs and Narcotics Investigations Information management. This module records surveillance activity, suspected drug activity, interviews, and undercover drug enforcement information. Known associates may also be recorded. The Intelligence system uses separate databases to ensure confidentiality. All of the Master indices data entered within Intelligence cannot be seen within any other module and the reverse is also true. Another security feature of this module is that every Intelligence record a user enters is automatically confidential. This system is 28 CFR Part 23 compliant. Please see the Inform RMS v4.6+ Intelligence Users Guide for a complete functional description.	EA	US	$3,528.36
132-33	IN-SW-180015-001	TriTech	N/A	Inform RMS v4.6+ Evidence and Barcoding	This is the Inform Records Management System (RMS) v4.6+ Evidence and Barcode module, which is an optional add-on module to the RMS system that provides barcode support for Property and Evidence items/inventory. The Evidence module provides the ability to keep track of any piece of evidence a department receives. Agencies can associate evidence case records, track the location and custody of any piece of evidence, and access associated incidents. Evidence allows the use of a barcode scanner to assign or dispose of items and then upload this information from the handheld barcode reader into the RMS system. Please see the Inform RMS Evidence Users Guide for a complete functional description.	EA	US	$11,763.00
132-33	IN-SW-180015-001-M-24	TriTech	N/A	Inform RMS v4.6+ Evidence and Barcoding - Maintenance 24x7	Maintenance 24x7 - This is the Inform Records Management System (RMS) v4.6+ Evidence and Barcode module, which is an optional add-on module to the RMS v4.6+ system that provides barcode support for Property and Evidence Items/Inventory. The Evidence module provides the ability to keep track of any piece of evidence a department receives. Agencies can associate evidence to case records, track the location and custody of any piece of evidence, and access associated incidents. Evidence allows the use of a barcode scanner to assign or dispose of items and then upload this information from the handheld barcode reader into the RMS v4.6+ system. Please see the Inform RMS v4.6+ Evidence Users Guide for a complete functional description.	EA	US	$2,587.86

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180015-001-M-8	TriTech	N/A	Inform RMS v4.6+ Evidence and Barcoding - Maintenance 8x5	Maintenance 8x5 - This is the Inform Records Management System (RMS) v4.6+ Evidence and Barcode module, which is an optional add-on module to the RMS v4.6+ system that provides barcode support for Property and Evidence Items/Inventory. The Evidence module provides the ability to keep track of any piece of evidence a department receives. Agencies can associate evidence to case records, track the location and custody of any piece of evidence, and access associated incidents. Evidence allows the use of a barcode scanner to assign or dispose of items and then upload this information from the handheld barcode reader into the RMS v4.6+ system. Please see the Inform RMS v4.6+ Evidence Users Guide for a complete functional description.	EA	US	$2,117.34
132-33	IN-SW-180029-001	TriTech	N/A	Inform RMS v4.6+ State Publisher (WI DA eReferral)	This provides the interface between Inform Records Management System (RMS) v4.6+ Case and the State's DA-PROTECT system. The Wisconsin eReferral Publisher exports arrest and incident data, including PDF attachments, from RMS to the State's DA-PROTECT system. There is a PROTECT-CCAP interface provided by the State that then allows for the sharing of case data between the DA office's PROTECT case management system (CMS) and CCAP. This leads to more efficient, accurate, and timely filing of referrals for charges from law enforcement agencies throughout the State of Wisconsin. Participation with the state system is also required. See the Inform RMS Wisconsin Case Users Guide for a complete functional description.	EA	US	$10,800.00
132-33	IN-SW-180029-001-M-24	TriTech	N/A	Inform RMS v4.6+ State Publisher (WI DA eReferral) - Maintenance 24x7	Maintenance 24x7 - This provides the interface between Inform Records Management (RMS) v4.6+ Case and the State's DA-PROTECT system. The Wisconsin e-Referral Publisher exports arrest and incident data, including PDF attachments, from RMS v4.6+ to the State's DA-PROTECT system. There is a PROTECT-CCAP interface provided by the State that then allows for the sharing of case data between the DA offices PROTECT case management system (CMS) and CCAP. This leads to more efficient, accurate, and timely filing of referrals for charges from law enforcement agencies throughout the State of Wisconsin. Participation with the state system is also required. See the Inform RMS v4.6+ Wisconsin Case Users Guide for a complete functional description.	EA	US	$2,376.00
132-33	IN-SW-180029-001-M-8	TriTech	N/A	Inform RMS v4.6+ State Publisher (WI DA eReferral) - Maintenance 8x5	Maintenance 8x5 - This provides the interface between Inform Records Management (RMS) v4.6+ Case and the State's DA-PROTECT system. The Wisconsin e-Referral Publisher exports arrest and incident data, including PDF attachments, from RMS v4.6+ to the State's DA-PROTECT system. There is a PROTECT-CCAP interface provided by the State that then allows for the sharing of case data between the DA offices PROTECT case management system (CMS) and CCAP. This leads to more efficient, accurate, and timely filing of referrals for charges from law enforcement agencies throughout the State of Wisconsin. Participation with the state system is also required. See the Inform RMS v4.6+ Wisconsin Case Users Guide for a complete functional description.	EA	US	$1,944.00
132-33	IN-SW-180030-001	TriTech	N/A	Inform RMS v4.6+ State Publisher (WIJIS Single Agency)	This provides the interface between Inform Records Management System (RMS) v4.6+ and the State's WIJIS system. An interface to the WIJIS system has been provided since 2007. Wisconsin's criminal justice community has made significant strides in computerizing workflow and eliminating expensive, time-consuming re-keying of data and we are part of that effort with many clients on the WIJIS system. Participation with the state system is also required.	EA	US	$10,800.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180030-001-M-24	TriTech	N/A	Inform RMS v4.6+ State Publisher (WIJIS Single Agency) - Maintenance 24x7	Maintenance 24x7 - This provides the interface between Inform Records Management System (RMS) v4.6+ and the State's WIJIS system. An interface to the WIJIS system has been provided since 2007. Wisconsin's criminal justice community has made significant strides in computerizing workflow and eliminating expensive, time-consuming re-keying of data and TriTech is part of that effort with many clients on the WIJIS system. Participation with the state system is also required.	EA	US	$2,376.00
132-33	IN-SW-180030-001-M-8	TriTech	N/A	Inform RMS v4.6+ State Publisher (WIJIS Single Agency) - Maintenance 8x5	Maintenance 8x5 - This provides the interface between Inform Records Management System (RMS) v4.6+ and the State's WIJIS system. An interface to the WIJIS system has been provided since 2007. Wisconsin's criminal justice community has made significant strides in computerizing workflow and eliminating expensive, time-consuming re-keying of data and TriTech is part of that effort with many clients on the WIJIS system. Participation with the state system is also required.	EA	US	$1,944.00
132-33	IN-SW-180031-001	TriTech	N/A	Inform RMS v4.6+ State Publisher (WIJIS Multi-Agency)	This provides the interface between Inform Records Management System (RMS) v4.6+ and the State's WIJIS system. An interface to the WIJIS system has been provided since 2007. Wisconsin's criminal justice community has made significant strides in computerizing workflow and eliminating expensive, time-consuming re-keying of data and we are part of that effort with many clients on the WIJIS system. Participation with the state system is also required.	EA	US	$44,820.00
132-33	IN-SW-180031-001-M-24	TriTech	N/A	Inform RMS v4.6+ State Publisher (WIJIS Multi-Agency) - Maintenance 24x7	Maintenance 24x7 - This provides the interface between Inform Records Management System (RMS) v4.6+ and the State's WIJIS system. An interface to the WIJIS system has been provided since 2007. Wisconsin's criminal justice community has made significant strides in computerizing workflow and eliminating expensive, time-consuming re-keying of data and TriTech is part of that effort with many clients on the WIJIS system. Participation with the state system is also required.	EA	US	$9,860.40
132-33	IN-SW-180031-001-M-8	TriTech	N/A	Inform RMS v4.6+ State Publisher (WIJIS Multi-Agency) - Maintenance8x5	Maintenance 8x5 - This provides the interface between Inform Records Management System (RMS) v4.6+ and the State's WIJIS system. An interface to the WIJIS system has been provided since 2007. Wisconsin's criminal justice community has made significant strides in computerizing workflow and eliminating expensive, time-consuming re-keying of data and TriTech is part of that effort with many clients on the WIJIS system. Participation with the state system is also required.	EA	US	$8,067.60
132-33	IN-SW-180032-001	TriTech	N/A	Inform RMS v4.6+ Barcode Handheld Reader Software	The Inform Records Management System (RMS) v4.6+ Barcode Handheld Client license is the software which enables users to electronically scan barcodes utilizing the AML M5900 Portable Data terminal scanners. The captured scanned information populates data into the RMS Evidence and Barcode module. The Barcode Handheld Client License supports the Evidence barcode functionality as described in the Inform RMS Evidence Users Guide.	EA	US	$1,552.50
132-33	IN-SW-180032-001-M-24	TriTech	N/A	Inform RMS v4.6+ Barcode Handheld Reader Software (formerly RMS Bar Code Handheld Client License) - Maintenance 24x7	Maintenance 24x7 - The Inform Records Management System (RMS) v4.6+ Barcode Handheld Client license is the software which enables users to electronically scan barcodes utilizing the AML M5900 Portable Data terminal scanners. The captured scanned information populates data into the RMS v4.6+ Evidence and Barcode module. The Barcode Handheld Client License supports the Evidence barcode functionality as described in the Inform RMS v4.6+ Evidence Users Guide.	EA	US	$341.55

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180032-001-M-8	TriTech	N/A	Inform RMS v4.6+ Barcode Handheld Reader Software (formerly RMS Bar Code Handheld Client License) - Maintenance 8x5	Maintenance 8x5 - The Inform Records Management System (RMS) v4.6+ Barcode Handheld Client license is the software which enables users to electronically scan barcodes utilizing the AML M5900 Portable Data terminal scanners. The captured scanned information populates data into the RMS v4.6+ Evidence and Barcode module. The Barcode Handheld Client License supports the Evidence barcode functionality as described in the Inform RMS v4.6+ Evidence Users Guide.	EA	US	$279.45
132-33	IN-SW-180033-001	TriTech	N/A	Inform RMS v4.6+ User	Concurrent user license. Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS is available to other applications in the Public Safety Suite. With RMS, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance, DMV, and Bar Coding. See the Inform RMS users guides for a complete functional description.	EA	US	$1,431.00
132-33	IN-SW-180033-001-M-24	TriTech	N/A	Inform RMS v4.6+ User - Maintenance 24x7	Maintenance 24x7 - Concurrent user license. Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 24x7, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$314.82
132-33	IN-SW-180033-001-M-8	TriTech	N/A	Inform RMS v4.6+ User - Maintenance 8x5	Maintenance 8x5 - Concurrent user license. Inform Records Management System (RMS) v4.6+ is a client/server application that enables law enforcement agencies to manage vital records. Data entered into RMS v4.6+ is available to other applications in the Public Safety Suite. With RMS v4.6+, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center. RMS v4.6+ base package includes System Administration, Case Records (Arrest, Case Management, Evidence/Property, Field Interview, Incident, IBASE Reporting, and Juvenile Custody), Administration/Personnel, Bike Registration, Budget, Citations, Civil, Gun Permits, Imaging, Log, Parking Tickets, Pawn, Towing, Vehicle Impound, and Warrants. Additional modules are available for Intelligence, Equipment Maintenance 8x5, DMV, and Bar Coding. See the Inform RMS v4.6+ users guides for a complete functional description.	EA	US	$257.58
132-33	IN-SW-180034-001	TriTech	N/A	NCIC/State Message Switch Server Software - Inform RMS/Inform Jail v4.6+	Server software connects Inform RMS v4.6+ and Inform Jail v4.6+ to local, state and Federal criminal databases for purposes of running queries and records checks. Includes (detail in SOW) - Seven (7) standard queries/messages, and two (2) total connections - typically 1) state switch and 2) Inform RMS. This license fee should be waived if the CAD Mobile Records Check is being proposed or exists at the customer site.	EA	US	$18,144.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-180034-001-M-24	TriTech	N/A	NCIC/State Message Switch Server Software - Inform RMS/Inform Jail v4.6+ - Maintenance 24x7	Maintenance 24x7 - Server software connects Inform Records Management System (RMS) v4.6+ and Inform Jail v4.6+ to local, state and Federal criminal databases for purposes of running queries and records checks. Includes (detail in SOW) - Seven (7) standard queries/messages, and two (2) total connections - typically 1) state switch and 2) Inform RMS v4.6+. This license fee should be waived if the CAD or Mobile Records Check is being proposed or exists at the customer site.	EA	US	$3,991.68
132-33	IN-SW-180034-001-M-8	TriTech	N/A	NCIC/State Message Switch Server Software - Inform RMS/Inform Jail v4.6+ - Maintenance 8x5	Maintenance 8x5 - Server software connects Inform Records Management System (RMS) v4.6+ and Inform Jail v4.6+ to local, state and Federal criminal databases for purposes of running queries and records checks. Includes (detail in SOW) - Seven (7) standard queries/messages, and two (2) total connections - typically 1) state switch and 2) Inform RMS v4.6+. This license fee should be waived if the CAD or Mobile Records Check is being proposed or exists at the customer site.	EA	US	$3,265.92
132-33	IN-SW-190093-001	TriTech	N/A	Inform CAD to TriTech System Incident Data Transfer Interface	This interface is for transferring incident information into a TriTech Records Management System (RMS) v4.6+, Electronic Patient Care Reporting (ePCR), Billing or other TriTech system from an Inform Computer Aided Dispatch (CAD). The license fee is waived for integration between TriTech products.	EA	US	$0.00
132-33	IN-SW-190094-001	TriTech	N/A	Inform CAD Disaster Recovery System	This represents the Computer Aided Dispatch (CAD) software portion of a Disaster Recovery system. The software licenses are waived but require services to deploy and maintenance to support. The license is only waived if the system is sold as part of a new sale. If sold as an add-on after initial sales, a license fee is required.	EA	US	TBD
132-33	IN-SW-190095-001	TriTech	N/A	Inform CAD Test or Training System	This represents the Computer Aided Dispatch (CAD) software portion of a Test or Training system. The software licenses are waived but require services to deploy and maintenance to support. The license is only waived if the system is sold as part of a new sale. If sold as an add-on after initial sales, a license fee is required.	EA	US	TBD
132-33	IN-SW-190097-001	TriTech	N/A	Inform CAD API - Customer	Computer Aided Dispatch (CAD) Raptor Application Programming Interface (API) for sale to a TriTech customer.	EA	US	$4,500.00
132-33	IN-SW-190097-001-M-24	TriTech	N/A	Inform CAD API - Customer - Maintenance 24x7	Maintenance 24x7 - Raptor Application Programming Interface (API) for sale to a TriTech customer.	EA	US	$990.00
132-33	IN-SW-190098-001	TriTech	N/A	Inform Mobile Disaster Recovery System	This represents the Mobile software portion of a Disaster Recovery system. The software licenses are waived but require services to deploy and maintenance to support. The license is only waived if the system is sold as part of a new sale. If sold as an add-on after initial sales, a license fee is required.	EA	US	$0.00
132-33	IN-SW-190099-001	TriTech	N/A	Inform Mobile Test or Training System	This represents the Mobile software portion of a Test or Training system. The software licenses are waived but require services to deploy and maintenance to support. The license is only waived if the system is sold as part of a new sale. If sold as an add-on after initial sales, a license fee is required.	EA	US	$0.00
132-33	IN-SW-190102-001	TriTech	N/A	Inform RMS / Jail v4.6+ Disaster Recovery System	This represents the Records Management System/Jail (RMS/Jail) v4.6+ software portion of a Disaster Recovery system. The software licenses are waived but require services to deploy and maintenance to support. The license is only waived if the system is sold as part of a new sale. If sold as an add-on after initial sales, a license fee is required.	EA	US	$0.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-190103-001	TriTech	N/A	Inform RMS / Jail v4.6+ Test or Training System	This represents the Records Management System/Jail (RMS/Jail) v4.6+ software portion of a Test or Training system. The software licenses are waived but require services to deploy and maintenance to support. The license is only waived if the system is sold as part of a new sale. If sold as an add-on after initial sales, a license fee is required.	EA	US	$0.00
132-33	IN-SW-190108-001	TriTech	N/A	NCIC/State Software Inform RMS Concurrent User	Per concurrent user license for Inform RMS to access CJIS/NCIC systems. This would accompany every position that will access State/NCIC systems.	EA	US	$450.00
132-33	IN-SW-190108-001-M-24	TriTech	N/A	NCIC/State Software Position Inform RMS v4.6+ or Jail v4.6+ - Maintenance 24x7	Maintenance 24x7 - Per position license for Inform Computer Aided Dispatch (CAD), Inform Records Management System (RMS) v4.6+ and Inform Jail v4.6+ to access CJIS/NCIC systems. This would accompany every position that will access State NCIC systems.	EA	US	$99.00
132-33	IN-SW-190108-001-M-8	TriTech	N/A	NCIC/State Software Position Inform RMS v4.6+ or Jail v4.6+ - Maintenance 8x5	Maintenance 8x5 - Per position license for Inform Computer Aided Dispatch (CAD), Inform Records Management System (RMS) v4.6+ and Inform Jail v4.6+ to access CJIS/NCIC systems. This would accompany every position that will access State/NCIC systems.	EA	US	$81.00
132-33	IN-SW-190111-001	TriTech	N/A	Inform CAD Disaster Recovery System Maintenance (A - 1-5 Users)	This is the annual maintenance for a Disaster Recovery System for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each alternate system.	EA	US	$1,603.80
132-33	IN-SW-190112-001	TriTech	N/A	Inform CAD Disaster Recovery System Maintenance (B - 6-20 Users)	This is the annual maintenance for a Disaster Recovery System for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each alternate system.	EA	US	$1,782.00
132-33	IN-SW-190113-001	TriTech	N/A	Inform CAD Disaster Recovery System Maintenance (C - 21-40 Users)	This is the annual maintenance for a Disaster Recovery System for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each alternate system.	EA	US	$2,079.00
132-33	IN-SW-190114-001	TriTech	N/A	Inform CAD Disaster Recovery System Maintenance (D - 41-100 Users)	This is the annual maintenance for a Disaster Recovery System for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each alternate system.	EA	US	$2,376.00
132-33	IN-SW-190115-001	TriTech	N/A	Inform CAD Disaster Recovery System Maintenance (E - 101-250 Users)	This is the annual maintenance for a Disaster Recovery System for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each alternate system.	EA	US	$2,673.00
132-33	IN-SW-190116-001	TriTech	N/A	Inform CAD Disaster Recovery System Maintenance (F - 251+ Users)	This is the annual maintenance for a Disaster Recovery System for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each alternate system.	EA	US	$2,970.00
132-33	IN-SW-190117-001	TriTech	N/A	Inform CAD Test or Training System Maintenance (A - 1-5 Users)	This is the annual maintenance for a Test or Training system for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each instance of a test or training system.	EA	US	$1,603.80

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	IN-SW-190118-001	TriTech	N/A	Inform CAD Test or Training System Maintenance (B - 6-20 Users)	This is the annual maintenance for a Test or Training system for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each instance of a test or training system.	EA	US	$1,782.00
132-33	IN-SW-190119-001	TriTech	N/A	Inform CAD Test or Training System Maintenance (C - 21-40 Users)	This is the annual maintenance for a Test or Training system for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each instance of a test or training system.	EA	US	$2,079.00
132-33	IN-SW-190120-001	TriTech	N/A	Inform CAD Test or Training System Maintenance (D - 41-100 Users)	This is the annual maintenance for a Test or Training system for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each instance of a test or training system.	EA	US	$2,376.00
132-33	IN-SW-190121-001	TriTech	N/A	Inform CAD Test or Training System Maintenance (E - 101-250 Users)	This is the annual maintenance for a Test or Training system for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each instance of a test or training system.	EA	US	$2,673.00
132-33	IN-SW-190122-001	TriTech	N/A	Inform CAD Test or Training System Maintenance (F - 251+ Users)	This is the annual maintenance for a Test or Training system for Inform CAD. The tier of maintenance is based on the number of users on the production system. A separate maintenance item should be selected for each instance of a test or training system.	EA	US	$2,970.00
132-33	IN-SW-190123-001	TriTech	N/A	Inform Mobile Disaster Recovery System Maintenance	Maintenance 24x7 - This is the annual maintenance 24x7 for a Disaster Recovery System for Inform Mobile.	EA	US	$1,881.00
132-33	IN-SW-190124-001	TriTech	N/A	Inform Mobile Test or Training System	Maintenance 24x7 - This is the annual maintenance 24x7 for a Test or Training System for Inform Mobile.	EA	US	$1,881.00
132-33	IN-SW-190125-001	TriTech	N/A	Inform RMS v4.6+ / Jail v4.6+ Disaster Recovery System Maintenance 8x5	Maintenance 8x5 - This is the annual Maintenance 8x5 for a Disaster Recovery System for Inform Records Management System (RMS) v4.6+ or Inform Jail v4.6+.	EA	US	$1,458.00
132-33	IN-SW-190126-001	TriTech	N/A	Inform RMS v4.6+ / Jail v4.6+ Test or Training System Maintenance 8x5	Maintenance 8x5 - This is the annual Maintenance 8x5 for a Test or Training System for Inform Records Management System (RMS) v4.6+ or Inform Jail v4.6+.	EA	US	$1,458.00
132-33	IN-SW-190128-001	TriTech	N/A	Inform Relay Server	The Inform Relay Server provides the ability to place the Inform Mobile servers within the Inform CAD network, improving the level of security without the need to open access to the internet or maintain firewall rules for every Inform Mobile client or other external user. There is no software license fee but requires the services to install and configure. The Relay Server should not be used for Browser.	EA	US	$0.00
132-33	N/A	VisionAIR	VPSFBR001	FBR Server Software License < 50 K Pop (v4.5 and prior)	VisionFBR is a Field Based Reporting client-server application that provides Incident, Accident, Citation and Arrest reporting, at the field level, using forms-based entry (4.5 and prior). (Actual forms provided vary by state.)	EA	US	$7,788.39
132-33	N/A	VisionAIR	VPSFBR002	FBR Server Software License 50 - 150 K Pop (4.5 and prior)	VisionFBR is a Field Based Reporting client-server application that provides Incident, Accident, Citation and Arrest reporting, at the field level, using forms-based entry (4.5 and prior). (Actual forms provided vary by state.)	EA	US	$9,346.07

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	N/A	VisionAIR	VPSFBR003	FBR Server Software License 150,001 - 300 K Pop (4.5 and prior)	VisionFBR is a Field Based Reporting client-server application that provides Incident, Accident, Citation and Arrest reporting, at the field level, using forms-based entry (4.5 and prior). (Actual forms provided vary by state.)	EA	US	$13,200.74
132-33	N/A	VisionAIR	VPSJAL001	Jail Server Software License 150,001 - 300 K Pop (4.5 and prior)	VisionJAIL is a client-server application which can be provided as a module of VisionRMS (Records Management System) or as a stand-alone application. The system provides full support for jail operations which include Booking, Inmate Tracking and Management, Commissary, Medical, Appointments and Visitor Management (4.5 and prior).	EA	US	$46,907.35
132-33	N/A	VisionAIR	VPSJAL002	Jail Server Software License <50 K Pop (4.5 and prior)	VisionJAIL is a client-server application which can be provided as a module of VisionRMS (Records Management System) or as a stand-alone application. The system provides full support for jail operations which include Booking, Inmate Tracking and Management, Commissary, Medical, Appointments and Visitor Management (4.5 and prior).	EA	US	$6,000.33
132-33	N/A	VisionAIR	VPSJAL003	Jail Server Software License 50 - 150 K Pop (4.5 and prior)	VisionJAIL is a client-server application which can be provided as a module of VisionRMS (Records Management System) or as a stand-alone application. The system provides full support for jail operations which include Booking, Inmate Tracking and Management.	EA	US	$24,001.34
132-33	N/A	VisionAIR	VPSRMS001	RMS Server Software License < 50 K Pop (4.5 and prior)	The VisionRMS is a Records Management System client-server based Structured Query Language (SQL) server, .NET, full-spectrum records management system for single or multi-jurisdictional Law Enforcement applications. Includes bike registration, budget tracking, citations, civil, gun permits, imaging / mugshots, impound module, officer activity log, parking tickets, pawn, towing and wants and warrants (4.5 and prior).	EA	US	$6,000.33
132-33	N/A	VisionAIR	VPSRMS002	RMS Server Software License 50 -150 K Pop (4.5 and prior)	The VisionRMS is a Records Management System client-server based Structured Query Language (SQL) server, .NET, full-spectrum records management system for single or multi-jurisdictional Law Enforcement applications. Includes bike registration, budget tracking, citations, civil, gun permits, imaging / mugshots, impound module, officer activity log, parking tickets, pawn, towing and wants and warrants (4.5 and prior).	EA	US	$24,001.34
132-33	N/A	VisionAIR	VPSRMS003	RMS Server Software License 150,001 - 300 K Pop (4.5 and prior)	The VisionRMS is a Records Management System client-server based Structured Query Language (SQL) server, .NET, full-spectrum records management system for single or multi-jurisdictional Law Enforcement applications. Includes bike registration, budget tracking, citations, civil, gun permits, imaging / mugshots, impound module, officer activity log, parking tickets, pawn, towing and wants and warrants (4.5 and prior).	EA	US	$46,907.35
132-33	N/A	VisionAIR	VPSRMS004	RMS Equipment Maintenance < 50 K Pop (4.5 and prior)	The VisionRMS (Records Management System) Equipment Maintenance module is an optional module to the VisionRMS that provides Inventory and maintenance management tools for agency equipment (4.5 and prior).	EA	US	$4,285.96
132-33	N/A	VisionAIR	VPSRMS005	RMS Equipment Maintenance 50 - 150 K Pop (4.5 and prior)	The VisionRMS (Records Management System) Equipment Maintenance module is an optional module to the VisionRMS that provides Inventory and maintenance management tools for agency equipment (4.5 and prior).	EA	US	$8,571.91
132-33	N/A	VisionAIR	VPSRMS006	RMS Equipment Maintenance 150,001 - 300 K Pop (4.5 and prior)	The VisionRMS (Records Management System) Equipment Maintenance module is an optional module to the VisionRMS that provides Inventory and maintenance management tools for agency equipment (4.5 and prior).	EA	US	$17,143.81

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	N/A	VisionAIR	VPSRMS007	RMS Traffic Accidents < 50 K Pop (4.5 and prior)	The VisionRMS (Records Management System) Traffic Accidents module is an optional module to the VisionRMS that provides traffic accident reporting on state-specific forms as well as electronic reporting of data to sate repositories, varies by state (4.5 and prior).	EA	US	$4,285.96
132-33	N/A	VisionAIR	VPSRMS008	RMS Traffic Accidents 50 - 150 K Pop (4.5 and prior)	The VisionRMS (Records Management System) Traffic Accidents module is an optional module to the VisionRMS that provides traffic accident reporting on state-specific forms as well as electronic reporting of data to sate repositories, varies by state (4.5 and prior).	EA	US	$8,571.91
132-33	N/A	VisionAIR	VPSRMS009	RMS Traffic Accidents 150,001 - 300 K Pop (4.5 and prior)	The VisionRMS (Records Management System) Traffic Accidents module is an optional module to the VisionRMS that provides traffic accident reporting on state-specific forms as well as electronic reporting of data to sate repositories, varies by state (4.5 and prior).	EA	US	$17,143.81
132-33	N/A	VisionAIR	VPSRMS010	RMS Intelligence, IA and Narcotics < 50 K Pop (v4.5 and prior)	The VisionRMS (Records Management System) Intelligence, Internal Affairs and Narcotics modules should be run as a stand-alone VisionRMS module. It is specific to the Law Enforcement Intelligence, Internal Affairs and Narcotics Investigations Information management. This system is 28 CFR Part 23 compliant (4.5 and prior).	EA	US	$8,571.91
132-33	N/A	VisionAIR	VPSRMS011	RMS Intelligence, IA and Narcotics 50 - 150 K Pop (v4.5 and prior)	The VisionRMS (Records Management System) Intelligence, Internal Affairs and Narcotics modules should be run as a stand-alone VisionRMS module. It is specific to the Law Enforcement Intelligence, Internal Affairs and Narcotics Investigations Information management. This system is 28 CFR Part 23 compliant (4.5 and prior).	EA	US	$17,143.81
132-33	N/A	VisionAIR	VPSRMS012	RMS Intelligence, IA and Narcotics 150,001 - 300 K Pop (v4.5 and prior)	The VisionRMS (Records Management System) Intelligence, Internal Affairs and Narcotics modules should be run as a stand-alone VisionRMS module. It is specific to the Law Enforcement Intelligence, Internal Affairs and Narcotics Investigations Information management. This system is 28 CFR Part 23 compliant (4.5 and prior).	EA	US	$28,144.30
132-33	N/A	VisionAIR	VPSRMS013	RMS Evidence & Bar Code < 50K Pop (4.5 and prior)	The VisionRMS (Records Management System) Bar Code module is an optional module to the VisionRMS system that provides barcode support for Property and Evidence Items/Inventory (4.5 and prior).	EA	US	$4,285.96
132-33	N/A	VisionAIR	VPSRMS014	RMS Evidence & Bar Code 50-150K Pop (4.5 and prior)	The VisionRMS (Records Management System) Bar Code module is an optional module to the VisionRMS system that provides barcode support for Property and Evidence Items/Inventory (4.5 and prior).	EA	US	$8,571.91
132-33	N/A	VisionAIR	VPSRMS015	RMS Evidence & Bar Code 150,001 - 300K Pop (4.5 and prior)	The VisionRMS (Records Management System) Bar Code module is an optional module to the VisionRMS system that provides barcode support for Property and Evidence Items/Inventory (4.5 and prior).	EA	US	$17,143.81
132-33	N/A	VisionAIR	IN-SW-123456-016	RMS Barcode Reader Handheld Reader Software (v4.5 and prior)	The VisionRMS (Records Management System) Barcode Handheld Client License is the software which enables users to electronically scan barcodes utilizing the AML M5900 Portable Data terminal scanners. The captured scanned information populates data into the RMS Evidence and Barcode module. The Barcode Handheld Client License supports the Evidence barcode functionality as described in TriTech's Inform RMS Evidence Users Guide.	EA	US	$1,552.50
132-33	N/A	VisionAIR	VPWFBR001	FBR Workstation Software License (4.5 and prior)	VisionFBR is a Field Based Reporting client-server application that provides Incident, Accident, Citation and Arrest reporting, at the field level, using forms-based entry (4.5 and prior). (Actual forms provided vary by state.)	EA	US	$738.84

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-33 Perpetual Software

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-33	N/A	VisionAIR	VPWJAL001	Jail Workstation License (4.5 and prior)	VisionJAIL is a client-server application which can be provided as a module of VisionRMS (Records Management System) or as a stand-alone application. The system provides full support for jail operations which include Booking, Inmate Tracking and Management, Commissary, Medical, Appointments and Visitor Management (4.5 and prior).	EA	US	$1,280.65
132-33	N/A	VisionAIR	VPWRMS001	RMS Workstation Software License (4.5 and prior)	The VisionRMS is a Records Management System client-server based Structured Query Language (SQL) server, .NET, full-spectrum records management system for single or multi-jurisdictional Law Enforcement applications (4.5 and prior).	EA	US	$1,280.65

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-50 Training

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-50	IN-SV-100000-001	TriTech	N/A	Inform 911 Supervisor Training (up to 10 students)	Inform 911 Supervisor Training (up to 10 students)	EA	US	$1,260.00
132-50	IN-SV-100001-001	TriTech	N/A	Inform 911 Refresher Training (Remote)	Remote training. This class is designed to teach current users of Inform 911 about new features that have been added as well as provide training for existing features.	EA	US	$1,080.00
132-50	IN-SV-100003-001	TriTech	N/A	Inform 911 End User Training (up to 10 students)	On Site Training per class. This class will teach users of Inform 911 how to process calls, query call data and general use of the system. This training must be scheduled as part of the installation and at the same time as the installation.	EA	US	$1,080.00
132-50	IN-SV-100007-001	TriTech	N/A	Inform 911 Advanced Support Training (up to 10 students)	On Site Training. This class is designed to train an onsite local technician or a customer's IT personnel to provide tier 1 support for the Inform 911 system including hardware and software troubleshooting technicians. This class must be scheduled at the same time as the installation.	EA	US	$1,080.00
132-50	IN-SV-100008-001	TriTech	N/A	Inform 911 Administration Remote Training (Call Manager)	This class is designed to teach the local administrator basic programming changes for the call manager, including MAC's (move/adds and changes) to the phone extensions.	EA	US	$1,080.00
132-50	IN-SV-100029-001	TriTech	N/A	Biometric Interface Remote Training (0.5 days)	This 0.5 day class should be sold if Biometric Interface is sold.	EA	US	$787.50
132-50	IN-SV-100039-001	TriTech	N/A	Inform Jail v4.6+ Train the Trainer Training (2 days)	This is a Train the Trainer class for Jail v4.6+. Jail Core End User Training is a pre-requisite for this Class. The Class size is limited to ten (10) students. Two training sessions are always provided in order to cover shifts.	EA	US	$2,520.00
132-50	IN-SV-100041-001	TriTech	N/A	Inform Jail v4.6+ Core Advanced End User Training (3 days)	This is a mandatory class for the first time Jail v4.6+ implementations. Each class is 3 days in duration and trains a core group of end users on utilizing the application. The Class size is limited to ten (10) students. Two training sessions are always provided in order to cover shifts. [The Advanced training should be sold for agencies with complex systems, who use multiple modules in the Jail System v4.6+]. Note that either the Basic OR the Advanced Core End User Training should be sold and not both.	EA	US	$3,780.00
132-50	IN-SV-100071-001	TriTech	N/A	GISLink Training Course (3 day Onsite)	This service must be sold if GISLink license is sold. One training per Agency is sufficient. This class will allow up to 3 attendees.	EA	US	$3,780.00
132-50	IN-SV-100082-001	TriTech	N/A	Inform RMS DOLF (B - 51-121 Users)	This is a mandatory sessions for all RMS implementations. During this session a subset of the Client staff is trained on the entry of Client specific information such as code files, unit identification, reporting area definitions, etc. Session is up to 3 days in duration and attendees must be limited to 9.	EA	US	$8,347.50
132-50	IN-SV-100083-001	TriTech	N/A	Inform RMS DOLF (C - 121-250 Users)	This is a mandatory sessions for all RMS implementations. During this session a subset of the Client staff is trained on the entry of Client specific information such as code files, unit identification, reporting area definitions, etc. Session is up to 3 days in duration and attendees must be limited to 9.	EA	US	$13,860.00
132-50	IN-SV-100084-001	TriTech	N/A	Inform RMS DOLF (D - 251-550 Users)	This is a mandatory sessions for all RMS implementations. During this session a subset of the Client staff is trained on the entry of Client specific information such as code files, unit identification, reporting area definitions, etc. Session is 3 days in duration and attendees must be limited to 9.	EA	US	$18,270.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-50 Training

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-50	IN-SV-100085-001	TriTech	N/A	Inform RMS DOLF (E - 551 - 750 Users)	This is a mandatory sessions for all RMS implementations. During this session a subset of the Client staff is trained on the entry of Client specific information such as code files, unit identification, reporting area definitions, etc. Session is 3-4 days in duration and attendees must be limited to 9.	EA	US	$21,420.00
132-50	IN-SV-100086-001	TriTech	N/A	Inform RMS DOLF (F - 750+ Users)	This is a mandatory sessions for all RMS implementations. During this session a subset of the Client staff is trained on the entry of Client specific information such as code files, unit identification, reporting area definitions, etc. Session is 4-5 days in duration and attendees must be limited to 9.	EA	US	$23,400.00
132-50	IN-SV-100087-001	TriTech	N/A	Inform RMS User Training - Property and Evidence Training (3 Days)	This 3 day class should be sold if Barcode and Evidence modules are sold to the customer. The class size is limited to ten (10) students.	EA	US	$3,780.00
132-50	IN-SV-100090-001	TriTech	N/A	Inform RMS User Training - Field Officers (3 Days)	This 3 day class should be sold if the Citation module will be used by the customer. The class size is limited to ten (10) students.	EA	US	$3,780.00
132-50	IN-SV-100091-001	TriTech	N/A	Inform RMS User Training - Civil & Warrants (3 Days)	This 3 day class should be sold if the Civil module will be used by the customer. The class size is limited to ten (10) students.	EA	US	$3,780.00
132-50	IN-SV-100092-001	TriTech	N/A	Inform RMS User Training - Human Resources & Training (3 Days)	This 3 day class should be sold if the Admin & Personnel module will be used by the customer. The class size is limited to ten (10) students.	EA	US	$3,780.00
132-50	IN-SV-100093-001	TriTech	N/A	Inform RMS User Training - Records (3 days)	This 3 day class should be sold if the Case Management module will be used by the customer. The class size is limited to ten (10) students.	EA	US	$3,780.00
132-50	IN-SV-120015-001	TriTech	N/A	Inform CAD User Training Course (Per class - 4-day class up to 10 students)	This class must be sold to all first time CAD implementations, and will not be replaced by Train the Trainer. The maximum class size is 10 students. It is recommended that even for small agencies at least two classes are sold to allow for staff from all shifts to be trained.	EA	US	$5,040.00
132-50	IN-SV-120016-001	TriTech	N/A	Inform CAD Train-The-Trainer Course (Pre-requisite User Training - Per class 3-day class up to 10 students)	After completing the Computer Aided Dispatch (CAD) User Training Course a subset of trainers should attend this class. This class is not training on CAD, but rather organizing lesson plans for teaching the dispatchers on how to use CAD. Class does not replace the CAD User Training.	EA	US	$3,780.00
132-50	IN-SV-120017-001	TriTech	N/A	Inform CAD Follow-up Training Course (Per class - 3-day class, up to 10 students)	This Class is appropriate for existing customers. Not recommended for first time implementation projects.	EA	US	$3,780.00
132-50	IN-SV-120018-001	TriTech	N/A	Inform CAD Administration Training Course (Code File management) (3 day class - Per	This class is only for existing customers. The content of this class is covered during Demonstration of License Functionality (DOLF) for first time implementations.	EA	US	$3,780.00
132-50	IN-SV-120019-001	TriTech	N/A	Inform CAD Supervisor Training (Five days, up to 10 students)	The Computer Aided Dispatch (CAD) Dispatch Supervisor Training class has been designed as a five (5) day class that includes a four (4) day CAD Calltaker/Dispatcher User Training followed by a one (1) day CAD Supervisor training. This class is designed for the Dispatch Supervisors with the goal of preparing them to support the users after Go Live by answering their questions and address post Go Live common problems. This class will include topics such as PowerLine configuration, Premise building and maintenance, Personnel maintenance, Vehicle Manager, and other areas that may require assistance from the Supervisors. This class is recommended only for the Supervisors.	EA	US	$6,300.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-50 Training

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-50	IN-SV-130009-001	TriTech	N/A	Inform FBR v4.6+ Administration Training (A - 1-40 concurrent users)	Mandatory for all Field Based Reporting (FBR) v4.6+ implementations. During this session a subset of the Client staff is trained on the proper configuration of the FBR server and installation of FBR clients. The FBR Administration Training is a one (1) day class and the class size is limited to ten (10) students per class.	EA	US	$1,620.00
132-50	IN-SV-130012-001	TriTech	N/A	Inform FBR v4.6+ Administration Training (B - 41-100 concurrent users)	Mandatory for all Field Based Reporting (FBR) v4.6+ implementations. During this session a subset of the Client staff is trained on the proper configuration of the FBR server and installation of FBR clients. The FBR Administration Training is a two (2) day class and the class size is limited to ten (10) students per class.	EA	US	$2,160.00
132-50	IN-SV-130013-001	TriTech	N/A	Inform FBR v4.6+ Administration Training (C - 101-250 concurrent users)	Mandatory for all Field Based Reporting (FBR) v4.6+ implementations. During this session a subset of the Client staff is trained on the proper configuration of the FBR server and installation of FBR clients. The FBR Administration Training is a two (2) day class and the class size is limited to ten (10) students per class.	EA	US	$2,160.00
132-50	IN-SV-130014-001	TriTech	N/A	Inform FBR v4.6+ Administration Training (D - 251-500 concurrent users)	Mandatory for all Field Based Reporting (FBR) v4.6+ implementations. During this session a subset of the Client staff is trained on the proper configuration of the FBR server and installation of FBR clients. The FBR Administration Training is a four (4) day class and the class size is limited to ten (10) students per class.	EA	US	$5,040.00
132-50	IN-SV-130016-001	TriTech	N/A	Inform FBR v4.6+ Core End User Train-The-Trainer Training (2 days)	This class for the first time Field Based Reporting (FBR) v4.6+ implementations. This class is 2 days in duration and trains the core group of trainers the product and how to train the product. Class size is limited to ten (10) students.	EA	US	$2,520.00
132-50	IN-SV-130016-001	TriTech	N/A	Inform FBR Core End User Train-The-Trainer Training (2 days)	This class for the first time FBR implementations. This class is 2 days in duration and trains the core group of trainers the product and how to train the product. Class size is limited to ten (10) students.	EA	US	$2,520.00
132-50	IN-SV-140009-001	TriTech	N/A	TRITECH.COM IQ 1/2 Day End User Training (Remote)	This is a mandatory class for the first time IQ implementations. This class is 1/2 day (remote) in duration and trains a core group of end users on utilizing IQ application for Search and Notifications. The Class size is limited to 12 students. Class is provided remotely.	EA	US	$630.00
132-50	IN-SV-140010-001	TriTech	N/A	TRITECH.COM IQ 1/2 Day Admin Training (Remote)	This is a mandatory class for the first time IQ implementations. This class is 1/2 day in duration and trains the Administrator(s) on the configuration and maintenance of the IQ Search and Notifications application. The Class size is limited to 9 students. Class is provided remotely.	EA	US	$630.00
132-50	IN-SV-140013-001	TriTech	N/A	TRITECH.COM ANALYTICS 1 Day Dashboard End User Training (Remote)	This is the required one day of training for TRITECH.COM IQ Analytics Dashboards. This is a mandatory one day, remote training session on the use of Dashboards.	EA	US	$1,260.00
132-50	IN-SV-140014-001	TriTech	N/A	TRITECH.COM ANALYTICS 1/2 Day Reporting End User Training (Remote)	This is the required one half day of training for TRITECH.COM IQ Analytics Reporting. This is a mandatory half day, remote training session on the use of the Reporting tools within Analytics.	EA	US	$630.00
132-50	IN-SV-140018-001	TriTech	N/A	Inform 4 SPECIAL Pricing TRITECH.COM IQ 1/2 Day End User Training (Remote)	Included in the Inform 4 Special Pricing for Services and Training. Training will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-50	IN-SV-140019-001	TriTech	N/A	Inform 4 SPECIAL Pricing TRITECH.COM IQ 1/2 Admin Training (Remote)	Included in the Inform 4 Special Pricing for Services and Training. Training will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-50	IN-SV-140021-001	TriTech	N/A	Inform 4 SPECIAL Pricing TRITECH.COM IQ Analytics 1 Day of Dashboard End User Training (Remote)	Included in the Inform 4 Special Pricing for Services and Training. Training will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-50 Training

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-50	IN-SV-140022-001	TriTech	N/A	Inform 4 Special Pricing TRITECH.COM IQ Analytics 1/2 Day of Reporting End User Training (Remote)	Included in the Inform 4 Special Pricing for Services and Training. Training will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-50	IN-SV-150008-001	TriTech	N/A	Inform Jail v4.6+ DOLF (A - 1-10 Users)	This is a mandatory service for the first time Jail v4.6+ implementations. This session is up to 3 days in duration and trains the Jail Administrator(s) on the configuration and maintenance of the Jail application and includes a hands on configuration of the System at the Customer site. The meeting size is limited to 9 attendees.	EA	US	$3,780.00
132-50	IN-SV-150009-001	TriTech	N/A	Inform Jail v4.6+ DOLF (B - 11-20 Users)	This is a mandatory service for the first time Jail v4.6+ implementations. This session is 2-3 days in duration and trains the Jail Administrator(s) on the configuration and maintenance of the Jail application and includes a hands on configuration of the System at the Customer site. The meeting size is limited to 9 attendees.	EA	US	$5,040.00
132-50	IN-SV-150010-001	TriTech	N/A	Inform Jail v4.6+ DOLF (C - 21-40 Users)	This is a mandatory service for the first time Jail v4.6+ implementations. This session is 3-4 days in duration and trains the Jail Administrator(s) on the configuration and maintenance of the Jail application and includes a hands on configuration of the System at the Customer site. The meeting size is limited to 9 attendees.	EA	US	$5,670.00
132-50	IN-SV-150011-001	TriTech	N/A	Inform Jail v4.6+ DOLF (D - 41-100 Users)	This is a mandatory service for the first time Jail v4.6+ implementations. This session is 4-6 days in duration and trains the Jail Administrator(s) on the configuration and maintenance of the Jail application and includes a hands on configuration of the System at the Customer site. The meeting size is limited to 9 attendees.	EA	US	$5,670.00
132-50	IN-SV-150012-001	TriTech	N/A	Inform Jail v4.6+ DOLF (E - 100+ Users)	This is a mandatory service for the first time Jail v4.6+ implementations. This session is 4-6 days in duration and trains the Jail Administrator(s) on the configuration and maintenance of the Jail application and includes a hands on configuration of the System at the Customer site. The meeting size is limited to 9 attendees.	EA	US	$6,615.00
132-50	IN-SV-150013-001	TriTech	N/A	Inform Jail v4.6+ Core Basic End User Training (2 days)	This is a mandatory class for the first time Jail v4.6+ implementations. Each class is 2 days in duration and trains a core group of end users on utilizing the application. The Class size is limited to ten (10) students. Two training sessions are always provided in order to cover shifts.	EA	US	$2,520.00
132-50	IN-SV-170014-001	TriTech	N/A	Inform Mobile Train-The-Trainer (Per class - 1-day up to 8 students) 1 Day	This is a mandatory class for the first time Mobile implementations. This class is 4-6 hours in duration and trains a core group of Trainers on utilizing this application to train the field users. The Class size is limited to 8 students. One Class per Agency (Law, Fire/EMS) is recommended.	EA	US	$1,620.00
132-50	IN-SV-170015-001	TriTech	N/A	Inform Mobile Administration Training Course (Per class - 1-day up to 3 students)	This is a mandatory class for the first time Mobile implementations. This class is 4-6 hours in duration and trains the Mobile Administrators on administration and maintenance of Mobile. The Class size is limited to 2 students.	EA	US	$1,620.00
132-50	IN-SV-180010-001	TriTech	N/A	Inform RMS DOLF (A - 1-50 Users)	This is a mandatory session for all Records Management System (RMS) v4.6+ Demonstration of License Functionality (DOLF) implementations. During this session a subset of the Client staff is trained on the entry of Client specific information such as code files, unit identification, reporting area definitions, etc. Session is up to 3 days in duration and attendees must be limited to 9.	EA	US	$5,670.00
132-50	IN-SV-190007-001	TriTech	N/A	Inform Weekend Training - per day	If weekend training is desired, the daily rate of training is increased by 50% for each weekend training item.	EA	US	$236.25

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-50 Training

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-50	IN-SV-190009-001	TriTech	N/A	Inform CAD System Administration Training Course (Per student - 4-5 days at TriTech)	This class is for the Client's IT staff who are responsible for the maintenance of the back end of the CAD systems. This class is only offered at TriTech and should be limited to the System Administration staff for the customer. The class is offered on a quarterly basis and is 4-5 days.	EA	US	$1,305.00
132-50	IN-SV-190010-001	TriTech	N/A	Inform Report Writing Training (3 days)	This 3 day Inform Report Writing Training optional class should be sold if the Report Writing module is sold to the customer. The class size is limited to ten (10) students.	EA	US	$3,780.00
132-50	IN-SV-190013-001	TriTech	N/A	Inform CAD API Training (per participant - 4-day - At TriTech Only - Requires API License)	This Class is mandatory if the Computer Aided Dispatch (CAD) Application Programming Interface (API) license is sold to the client. This is a programming class and is held only once a year at TriTech.	EA	US	$2,250.00
132-50	IN-SV-190014-001	TriTech	N/A	Additional Training Day (Inform RMS, Jail or FBR) v4.6+	If additional training days are required by the customer. For Inform Records Management System (RMS) v4.6+, Jail & Field Based Reporting (FBR) v4.6+	EA	US	$1,620.00
132-50	N/A	VisionAIR	VSETRN001	Training Onsite	Onsite product training TriTech Trainer	EA	US	$1,386.76
132-50	N/A	VisionAIR	VSETRN003	Training Interwise 1/2 Day	Remote training of purchased TriTech product software up to 4 hours.	EA	US	$630.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-IS-000001-001	TriTech	N/A	Inform CAD Integrated Solution Services	Custom Integration Services related to Inform Computer Aided Dispatch (CAD) custom interfaces or product modifications not included in the firm fixed price will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-IS-000001-031	TriTech	N/A	Inform RMS v4.6+ Integrated Solution Services	Custom Integration Services related to Inform Records Management System (RMS) v4.6+ custom interfaces or product modifications not included in the firm fixed price will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-IS-000001-051	TriTech	N/A	Inform Jail v4.6+ Integrated Solution Services	Custom Integration Services related to Inform Jail v4.6+ custom interfaces or product modifications not included in the firm fixed price will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-IS-000001-056	TriTech	N/A	Inform v4.6+ FBR Integrated Solution	Custom Integration Services related to Inform Field Based Reporting (FBR) v4.6+ custom interfaces or product modifications not included in the firm fixed price will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-IS-000001-061	TriTech	N/A	Inform 911 Integrated Solution	Custom Integration Services related to Inform 911 custom interfaces or product modifications not included in the firm fixed price will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-IS-000001-062	TriTech	N/A	Inform Mobile Integrated Solution	Custom Integration Services related to Inform Mobile custom interfaces or product modifications not included in the firm fixed price will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-100005-001	TriTech	N/A	Inform 911 Data Conversion Services - Historical Calls	Conversion services for historical calls for Inform 911 Data. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-100006-001	TriTech	N/A	Inform 911 COALI Database Conversion	Conversion services for data provided from the Telco database into the COALI format for Inform 911.	EA	US	$2,700.00
132-51	IN-SV-100010-001	TriTech	N/A	CPE Back room installation and Testing (Small Implementation up to 4 positions)	Installation of racks, patch panels and required cabling for the backroom. Installation of servers, software and databases for Inform 911 system. Single backroom with no redundancy.	EA	US	$21,060.00
132-51	IN-SV-100014-001	TriTech	N/A	Local ALI Installation and Testing	Installation and configuration of the COALI server - this includes the automated processing scripts and testing of the script and data. For Inform 911 system.	EA	US	$2,160.00
132-51	IN-SV-100015-001	TriTech	N/A	911 Calltaker Position Setup and Testing (per workstation)	Setup and configuration of the Inform 911 product on the local computer. This includes wiring of the position and testing. Full position including wiring and configuration.	EA	US	$810.00
132-51	IN-SV-100016-001	TriTech	N/A	AVAYA Programming Services (Single Site up to 9 positions) for Inform 911 system	Installation and programming of the Avaya call manager - this includes call detail discovery and programming, for Inform 911 system.	EA	US	$15,300.00
132-51	IN-SV-100024-001	TriTech	N/A	Arcserve Installation and Configuration for Inform system	Arcserve installation and configuration for Failover to Remote Disaster Recovery Server - services provided remotely during normal business hours Monday through Friday, for Inform system.	EA	US	$900.00
132-51	IN-SV-100028-001	TriTech	N/A	Inform RMS v4.6+ Interface Server Remote Installation	This is the service for rehosting interfaces, for each interface being rehosted for Inform Records Management System (RMS) v4.6+ installation.	EA	US	$787.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-100030-001	TriTech	N/A	Inform Jail v4.6+ Interface Server Remote Installation	This is the service for rehosting interfaces, for each interface being rehosted for Inform Jail v4.6+.	EA	US	$787.50
132-51	IN-SV-100031-001	TriTech	N/A	Inform CAD Custom Project Services	Consulting services for custom work for the entire server environment for Inform Computer Aided Dispatch (CAD), where there is not an existing service available to choose. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-100032-001	TriTech	N/A	Inform Mobile Custom Project Services	Consulting services for custom work for the entire server environment for Inform Mobile, where there is not an existing service available to choose. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-100033-001	TriTech	N/A	Inform 911 Custom Project Services	Consulting services for custom work for the entire server environment for Inform 911 where there is not an existing service available to choose. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-100034-001	TriTech	N/A	Inform RMS v4.6+ Custom Project Services	Consulting services for custom work for the entire server environment for Inform Records Management System (RMS) v4.6+, where there is not an existing service available to choose. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-100035-001	TriTech	N/A	Inform FBR v4.6+ Custom Project Services	Consulting services for custom work for the entire server environment for Inform Field Based Reporting (FBR) v4.6+ where there is not an existing service available to choose. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-100037-001	TriTech	N/A	Inform Jail v4.6+ Custom Project Services	Consulting services for custom work for the entire server environment for Inform Jail v4.6+ where there is not an existing service available to choose. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-100050-001	TriTech	N/A	Relay Server Install and Configuration Services (Inform CAD)	Install and configuration services for the Inform Relay Server. The Inform Relay Server provides the ability to place the Inform Mobile and VisiNet Browser servers within the Inform Computer Aided Dispatch (CAD) network, improving the level of security without the need to open access to the internet or maintain firewall rules for every Inform Mobile Client/VisiNet Browser User or other external user.	EA	US	$787.50
132-51	IN-SV-100051-001	TriTech	N/A	Inform CAD File Attachments Installation and Configuration - Add on	These are the services to install and configure file attachments in Inform Computer Aided Dispatch (CAD) if the module is added after initial deployment. There is no charge for the license, only these services.	EA	US	$1,800.00
132-51	IN-SV-100052-001	TriTech	N/A	Inform CAD Quickest Path Recommendations Installation and Configuration - Add-on	These are the services to install and configure Quickest Path recommendations in Inform Computer Aided Dispatch (CAD) if the module is added after initial deployment. There is no charge for the license, only these services.	EA	US	$1,350.00
132-51	IN-SV-100053-001	TriTech	N/A	Inform CAD Geofile Cross Reference (Point in Polygon) Installation and Configuration - Add On	These are the services to install and configure the Point in Polygon capability in Inform Computer Aided Dispatch (CAD) if the module is added after initial deployment. There is no charge for the license, only these services.	EA	US	$1,080.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-100054-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard EMD Integration	These are the services to deploy a Disaster Recovery instance of the interface. Without these services, the interface will not be available in the Test or Training environment. A license to the interface must have been sold in the production environment. ProQA, APCO Meds and Powerphone are EMD applications that aid users in performing triage. This module provides integration between Inform CAD and the EMD applications. If the site is licensed to use the EMD application, Inform CAD allows the user to launch them automatically within the Inform CAD call-taking screen. When the user reaches the applicable field, the EMD application is opened as a window within Inform CAD allowing the user to complete the EMD session. Once key trigger points are reached, the incident type and priority are automatically updated. Only one interface is required for Police, Fire, and EMS. The EMD application must be purchased separately. The EMD provider being purchased should be specified.	EA	US	$787.50
132-51	IN-SV-100063-001	TriTech	N/A	CPE Back room installation and Testing (Medium Implementation 5-20 positions)	Installation of racks, patch panels and required cabling for the backroom. Installation of servers, software and databases for Inform 911 system. Single backroom with no redundancy.	EA	US	$26,460.00
132-51	IN-SV-100063-001	TriTech	N/A	CPE Back room Installation and Testing (Medium Implementation 5-20 positions)	Installation of racks, patch panels and required cabling for the backroom. Installation of servers, software, and databases. Single backroom with no redundancy.	EA	US	$26,460.00
132-51	IN-SV-100064-001	TriTech	N/A	CPE Back room installation and Testing (Large Implementation 21-40 positions)	Installation of racks, patch panels and required cabling for the backroom. Installation of servers, software and databases for Inform 911 system. Single backroom with no redundancy.	EA	US	$32,130.00
132-51	IN-SV-100064-001	TriTech	N/A	CPE Back room Installation and Testing (Large Implementation 21-40)	Installation of racks, patch panels and required cabling for the backroom. Installation of servers, software, and databases. Single backroom with no redundancy.	EA	US	$32,130.00
132-51	IN-SV-100068-001	TriTech	N/A	Onsite Go Live Support Services for Inform RMS (2 persons, 4 days, single shift)	This Go Live support is for 4 days of onsite support by two persons, covering a single 8 hour shift. If the customer desires longer coverage or coverage on multiple shifts this onsite support may be scaled up. This is mandatory for all first time system implementations.	EA	US	$22,680.00
132-51	IN-SV-100069-001	TriTech	N/A	Remote Implementation Services for Inform RMS GIS	This service needs to be added to all RMS Address Validation and PinMapping line items. This is TriTech implementation services related to this feature. This training is offered remotely.	EA	US	$2,250.00
132-51	IN-SV-100070-001	TriTech	N/A	GeoComm GIS Data Analysis Services (1 data set)	GeoComm GIS Data Analysis Services (1 data set)	EA	US	$2,334.15
132-51	IN-SV-100072-001	TriTech	N/A	Inform CAD Test/Training Server Configuration (Includes Inform CAD Server and Unit Swap)	This service is required for the first time installation/configuration of a Test or Training CAD server, for new or existing clients. One installation is required per server. Work is performed during normal TriTech Business hours (Pacific Time)	EA	US	$3,307.50
132-51	IN-SV-100073-001	TriTech	N/A	Base Inform CAD Disaster Recovery Server Configuration (Includes CAD Server, Unit Swap, Synchronization Software Installation, and 1 Failover test)	This service is required for the first time installation/configuration of a Disaster Recovery CAD server for new or existing clients. Work is performed during normal TriTech Business hours (Pacific Time)	EA	US	$5,995.80

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-100074-001	TriTech	N/A	Base Inform CAD Production System Installation (Includes Database Server, Web Server, Comm Server, 1 instance of Browser, up to 5 CAD workstations, Unit Swap, NetClock and Archive and Reporting Server)	Base CAD Production System Installation (Includes Database Server, Web Server, Comm Server, 1 instance of Browser, up to 5 CAD workstations, Unit Swap, NetClock and Archive and Reporting Server)	EA	US	$8,662.50
132-51	IN-SV-100075-001	TriTech	N/A	Base Inform Mobile Production Server Installation (per Server, Includes installation of Mobile Server, 2 interfaces and 5 position installations)	Base Mobile Production Server Installation (per Server, Includes installation of Mobile Server, 2 interfaces and 5 position installations)	EA	US	$6,300.00
132-51	IN-SV-100076-001	TriTech	N/A	Inform RMS System Orientation and Analysis - (A - 1-50 users)	This is a mandatory sessions for all RMS implementations. This is a 1 day site visit to the customer site, and observing their operations for implementing the RMS application.	EA	US	$6,300.00
132-51	IN-SV-100077-001	TriTech	N/A	Inform RMS System Orientation and Analysis - (B - 51-120 users)	This is a mandatory sessions for all RMS implementations. This is a 2 day site visit to the customer site, and observing their operations for implementing the RMS application.	EA	US	$7,200.00
132-51	IN-SV-100078-001	TriTech	N/A	Inform RMS System Orientation and Analysis - (C - 121-250 users)	This is a mandatory sessions for all RMS implementations. This is a 3 day site visit to the customer site, and observing their operations for implementing the RMS application.	EA	US	$9,450.00
132-51	IN-SV-100079-001	TriTech	N/A	Inform RMS System Orientation and Analysis - (D - 251 - 550 users)	This is a mandatory sessions for all RMS implementations. This is a 3 day site visit to the customer site, and observing their operations for implementing the RMS application.	EA	US	$18,900.00
132-51	IN-SV-100080-001	TriTech	N/A	Inform RMS System Orientation and Analysis - (E - 551-750 users)	This is a mandatory sessions for all RMS implementations. This is a 6 day site visit to the customer site, and observing their operations for implementing the RMS application.	EA	US	$23,625.00
132-51	IN-SV-100081-001	TriTech	N/A	Inform RMS System Orientation and Analysis - (F - 750+ users)	This is a mandatory sessions for all RMS implementations. This is a 8 day site visit to the customer site, and observing their operations for implementing the RMS application.	EA	US	$23,625.00
132-51	IN-SV-100088-001	TriTech	N/A	Inform RMS Server Installation and Configuration	Service is required for the first time RMS implementations, or for rehosting the RMS application for existing customers.	EA	US	$6,930.00
132-51	IN-SV-100089-001	TriTech	N/A	Onsite Go Live Support Services for Inform RMS (2 persons, 2 days, single shift)	This Go Live support is for 2 days of onsite support by two persons, covering a single 8 hour shift. If the customer desires longer coverage or coverage on multiple shifts this onsite support may be scaled up. This is mandatory for all first time system implementations.	EA	US	$11,340.00
132-51	IN-SV-110000-011	VisionAIR	VSEINS003	VisionCAD (Computer Aided Dispatch) Server Software License Installation (Remote) (v4.5 and prior)	This provides server installation for the software provided by TriTech (v4.5 and prior)	EA	US	$845.10

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-110000-015	VisionAIR	VSEINS005	VisionMobile Server Software License Installation (Remote) (v4.5 and prior)	This provides server installation for the software provided by TriTech (v4.5 and prior)	EA	US	$585.00
132-51	IN-SV-110000-089	GeoComm	GEOSRV012	GeoComm Geographic Information System (GIS) Software Setup Services (1 data set)	GeoComm Geographic Information System (GIS) Software Setup Services (1 data set)	EA	US	$1,170.00
132-51	IN-SV-120001-001	TriTech	N/A	Inform CAD System Orientation/Analysis (A - 1-5 Positions)	This service must be purchased for all first time Inform Computer Aided Dispatch (CAD) implementations. This line item includes one site visit to the customer site for up to 3 days, and the outcome is defining the customer's configuration options for Inform CAD.	EA	US	$6,300.00
132-51	IN-SV-120002-001	TriTech	N/A	Inform CAD System Orientation/Analysis (B 6-11 Positions)	This service must be purchased for all first time Inform Computer Aided Dispatch (CAD) implementations. This line item includes one site visit to the customer site for up to 4 days, and the outcome is defining the customer's configuration options for Inform CAD.	EA	US	$7,087.50
132-51	IN-SV-120002-002	TriTech	N/A	Inform CAD System Orientation/Analysis (B - 12-20 Positions)	This service must be sold for all first time CAD implementations. This line item includes one site visit to the customer site for up to 4 days, and the outcome is defining the customer's configuration options for CAD.	EA	US	$9,450.00
132-51	IN-SV-120003-001	TriTech	N/A	Inform CAD System Orientation/Analysis (C - 21-40 Positions)	This service must be purchased for all first time Inform Computer Aided Dispatch (CAD) implementations. This line item includes one site visit to the customer site for up to 4 days, and the outcome is defining the customer's configuration options for Inform CAD. This visit will include observation of the dispatch operations. A report will be generated based on this visit.	EA	US	$12,600.00
132-51	IN-SV-120004-001	TriTech	N/A	Inform CAD System Orientation/Analysis (D - 41-100 Positions)	This service must be purchased for all first time Inform Computer Aided Dispatch (CAD) implementations. This line item includes one site visit to the customer site for up to 4 days, and the outcome is defining the customer's configuration options for Inform CAD. This visit will include observation of the dispatch operations. A report will be generated based on this visit.	EA	US	$18,900.00
132-51	IN-SV-120005-001	TriTech	N/A	Inform CAD System Orientation/Analysis (E - 101-250 Positions)	This service must be purchased for all first time Inform Computer Aided Dispatch (CAD) implementations. This line item includes one site visit to the customer site for up to 8 days (possibly in two consecutive weeks), and the outcome is defining the customer's configuration options for Inform CAD. For multi agency customers this will include breakout sessions for each of the agencies (Law, Fire, EMS). This visit will include observation of the dispatch operations. A report will be generated based on this visit.	EA	US	$23,625.00
132-51	IN-SV-120006-001	TriTech	N/A	Inform CAD System Orientation/Analysis (F - 251+ Positions)	This service must be purchased for all first time Inform Computer Aided Dispatch (CAD) implementations. This line item includes one site visit to the customer site for up to 8 days (possibly in two consecutive weeks), and the outcome is defining the customer's configuration options for Computer Aided Dispatch (CAD). For multi agency customers this will include breakout sessions for each of the agencies (Law, Fire, EMS). This visit will include observation of the dispatch operations. A report will be generated based on this visit.	EA	US	$28,350.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120007-001	TriTech	N/A	Inform CAD System Configuration & DOLF (A - per DOLF session, 1-5 Positions)	Based on the information gathered during the System Orientation, TriTech Business Analyst configures the Inform Computer Aided Dispatch (CAD) system for Demonstration of License Functionality (DOLF). During this 3 day visit, Inform CAD will be demonstrated with the Customer configurations, data and maps and the configurations will be validated.	EA	US	$12,600.00
132-51	IN-SV-120008-001	TriTech	N/A	Inform CAD System Configuration & DOLF (B - per DOLF Session, 6-11 Positions)	Based on the information gathered during the System Orientation, TriTech Business Analyst configures the Inform Computer Aided Dispatch (CAD) system for Demonstration of License Functionality (DOLF). During this 4 day visit, Inform CAD will be demonstrated with the Customer configurations, data and maps and the configurations will be validated.	EA	US	$22,050.00
132-51	IN-SV-120008-002	TriTech	N/A	Inform CAD System Configuration & DOLF (B - per DOLF Session, 12-20 Positions)	Based on the information gathered during the System Orientation, TriTech Business Analyst configures the CAD system for DOLF. During this 4 day visit, CAD will be demonstrated with the Customer configurations, data and maps and the configurations will be validated.	EA	US	$24,300.00
132-51	IN-SV-120009-001	TriTech	N/A	Inform CAD System Configuration & DOLF (C - per DOLF session, 21-40 Positions)	Based on the information gathered during the System Orientation, TriTech Business Analyst configures the Inform Computer Aided Dispatch (CAD) system for Demonstration of License Functionality (DOLF). During this 4 day visit, Inform CAD will be demonstrated with the Customer configurations, data and maps and the configurations will be validated. Following DOLF a Demonstration of License Functionality (DOLF) report will be generated.	EA	US	$29,250.00
132-51	IN-SV-120010-001	TriTech	N/A	Inform CAD System Configuration & DOLF (D - per DOLF session, 41-100 Positions)	Based on the information gathered during the System Orientation, TriTech Business Analyst configures the Inform Computer Aided Dispatch (CAD) system for Demonstration of License Functionality (DOLF). During this 4 day visit, Inform CAD will be demonstrated with the Customer configurations, data and maps and the configurations will be validated. Following DOLF a Demonstration of License Functionality (DOLF) report will be generated. DOLF will be followed by another 3 day site visit to discuss response plans, and more in depth review of certain configurations.	EA	US	$37,800.00
132-51	IN-SV-120011-001	TriTech	N/A	Inform CAD System Configuration & DOLF (E - per DOLF session, 101-250 Positions)	Based on the information gathered during the System Orientation, TriTech Business Analyst configures the Computer Aided Dispatch (CAD) system for Demonstration of License Functionality (DOLF). For this tier there may be up to 8 days in two consecutive weeks with breakout sessions for each agency. During DOLF, CAD will be demonstrated with the Customer configurations, data and maps and the configurations will be validated. Following DOLF a DOLF report will be generated. Demonstration of License Functionality (DOLF) will be followed by another 3 day site visit to discuss response plans, and more in depth review of certain configurations.	EA	US	$44,100.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120012-001	TriTech	N/A	Inform CAD System Configuration & DOLF (F - per DOLF session, 250+ Positions)	Based on the information gathered during the System Orientation, TriTech Business Analyst configures the Computer Aided Dispatch (CAD) system for Demonstration of License Functionality (DOLF). For this tier there may be up to 8 days in two consecutive weeks with breakout sessions for each agency. During DOLF, CAD will be demonstrated with the Customer configurations, data and maps and the configurations will be validated. Following DOLF a DOLF report will be generated. Demonstration of License Functionality (DOLF) will be followed by another 3 day site visit to discuss response plans, and more in depth review of certain configurations.	EA	US	$63,000.00
132-51	IN-SV-120013-001	TriTech	N/A	Inform CAD Business Analyst and Consultation Services	This line item must be purchased for all first time Computer Aided Dispatch (CAD) implementations, and will be quoted based on the complexity of the system and the anticipated duration of the project. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-120020-001	TriTech	N/A	Inform CAD Unit Swap Server Configuration	Must be purchased for each instance of Inform Computer Aided Dispatch (CAD) Unit Swap in each of the environments, if Unit Swap is purchased. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$787.50
132-51	IN-SV-120021-001	TriTech	N/A	Inform CAD Position Configuration (up to 5 workstations)	This service should only be purchased for up to 5 Inform Computer Aided Dispatch (CAD) workstations. Do not purchase this for all workstations. The Customer will complete the installation for the balance of the workstations.	EA	US	$787.50
132-51	IN-SV-120022-001	TriTech	N/A	Inform CAD WebServices Server rehost	This service is required if the WebServices Server is being rehosted. Typically required when a Computer Aided Dispatch (CAD) server is being replaced in a Tech refresh project. Work is performed during normal TriTech Business hours (Pacific Time) (existing customer).	EA	US	$1,575.00
132-51	IN-SV-120023-001	TriTech	N/A	Inform CAD Test/Training Server rehost	This service is required for each Test or Training Computer Aided Dispatch (CAD) server being rehosted. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$2,520.00
132-51	IN-SV-120026-001	TriTech	N/A	Inform CAD Hot Standby Server Configuration (and failover testing)	This service is required for the first time installation/configuration of a Hot Standby Computer Aided Dispatch (CAD) server for new or existing clients. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$2,520.00
132-51	IN-SV-120027-001	TriTech	N/A	Inform CAD Disaster/Hot Standby Server rehost (and failover testing)	This service is required for the rehost of a Hot Standby Computer Aided Dispatch (CAD) server, or a Disaster Recovery (DR) CAD server for existing clients. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$2,520.00
132-51	IN-SV-120029-001	TriTech	N/A	Inform CAD Database Server rehost	This service is required for the rehost of the Production Computer Aided Dispatch (CAD) server for existing clients. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$2,520.00
132-51	IN-SV-120030-001	TriTech	N/A	Inform CAD Communications Service Server rehost	This service is required for the rehost of the Inform Computer Aided Dispatch (CAD) Communications Services server for existing clients. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$1,890.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120031-001	TriTech	N/A	Inform CAD Citrix Server rehost	This service is required for the rehost of each of the Inform Computer Aided Dispatch (CAD) Citrix servers for existing clients. For the number of workstations supported by each Citrix server refer to the System Planning Guide. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$2,520.00
132-51	IN-SV-120032-001	TriTech	N/A	Inform CAD Citrix Server Configuration (per Citrix Server)	This service is required for the rehost of each of the Inform Computer Aided Dispatch (CAD) Citrix servers for existing clients. For the number of workstations supported by each Citrix server refer to the System Planning Guide. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$2,520.00
132-51	IN-SV-120033-001	TriTech	N/A	Inform CAD Archive Server rehost	This service is required for the rehost of each of the Inform Computer Aided Dispatch (CAD) Archive and Reporting servers for existing clients. In addition to this service, Database Administrator (DBA) services for reinstalling Replication must be purchased for each instance of Archive and Reporting Server. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$1,890.00
132-51	IN-SV-120034-001	TriTech	N/A	Inform CAD Archive Server Configuration	This service is required for the first time installation/configuration of an Inform Computer Aided Dispatch (CAD) Archive and Reporting CAD server, for new or existing clients. One installation is required per server. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$1,890.00
132-51	IN-SV-120036-001	TriTech	N/A	Auto Dispatch Server Configuration	Service required for each instance of Auto Dispatch.	EA	US	$787.50
132-51	IN-SV-120037-001	TriTech	N/A	Standard Inform CAD Map Refresh (TomTom Data for Existing Counties)	This service is only applicable to existing customers, and only if the GIS source data is TomTom. If the Customer also has Mobile, the service for the Mobile map refresh must also be included as a line item. A refresh is only for the existing data set of counties already purchased.	EA	US	$6,300.00
132-51	IN-SV-120038-001	TriTech	N/A	Standard Inform CAD Map Conversion Services for TomTom Data (Up to 10 Counties - source data not included)	This service is required for all first time CAD implementations only if the GIS source is TomTom. The customer must purchase a subscription for the actual TomTom data separately. If the Customer also is purchasing Mobile, the service for Mobile map optimization must also be included as a line item. This is limited to a maximum of 10 counties. Additional counties can be purchased separately.	EA	US	$12,600.00
132-51	IN-SV-120039-001	TriTech	N/A	Custom Inform CAD Mapping Conversion Services (Client supplied data)	This service is required for all first time Computer Aided Dispatch (CAD) implementations if the Geographic Information System (GIS) source data is NOT TeleAtlas. If the Customer also is purchasing Mobile, the service for Mobile map optimization must also be included as a line item.	EA	US	$18,112.50
132-51	IN-SV-120040-001	TriTech	N/A	Custom Inform CAD Map Refresh (Client supplied data)	This service is only applicable to existing customers. A custom Map refresh is required if the Geographic Information System (GIS) source data is NOT TeleAtlas. If the Customer also has Mobile, the service for the Mobile map refresh must also be included as a line item.	EA	US	$9,450.00
132-51	IN-SV-120042-001	TriTech	N/A	Inform CAD Data Conversion Services (Caution Notes , Premises and Historical Data Conversion). This includes up to 2 years (8	CAD Data Conversion Services (Caution Notes, Premises and Historical Data Conversion). This includes up to 2 years (8 quarters) of historical data from a single source. Over 2 years, or multiple data sources will require a custom quote.	EA	US	$36,000.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120043-001	TriTech	N/A	Inform CAD Data Conversion Services (Caution Notes and Premises only)	Computer Aided Dispatch (CAD) Data Conversion is optional, and should be purchased only if desired by the customer or required by the Request for Proposals (RFP). This price is for Caution Notes, Premises and Historical Data Conversion for up to 2 years of historical data, from one or more multiple sources.	EA	US	$13,500.00
132-51	IN-SV-120044-001	TriTech	N/A	Disaster Recovery Interface Configuration: Inform CAD to TriTech System Incident Data Transfer Interface	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. A license to the interface must have been purchased in the production environment. This interface is for transferring incident information into a TriTech Records Management System (RMS), Electronic Patient Care Reporting (ePCR), Billing or other TriTech system from Inform Computer Aided Dispatch (CAD). The license fee is waived for integration between TriTech products.	EA	US	$2,160.00
132-51	IN-SV-120045-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Pictometry Integration (Inform CAD)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. A license to the interface must have been purchased in the production environment. Please note that Pictometry is not supported in a Citrix environment. This license enables the integration between Inform Computer Aided Dispatch (CAD) Map and the Pictometry application.	EA	US	$787.50
132-51	IN-SV-120046-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Alpha Numeric Paging Interface (Inform CAD)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. A license to the interface must have been purchased in the production environment. Provides a standard tool for transmitting alpha numeric and/or numeric pages to certain devices. Configuration services are required to install and activate this module. System will support multiple paging vendors simultaneously.	EA	US	$1,440.00
132-51	IN-SV-120047-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard ANI/ALI Interface (Inform CAD)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. A license to the interface must have been purchased in the production environment. Standard interface between Inform Computer Aided Dispatch (CAD) and most common E9-1-1 systems such as Plant Vesta and Positron. Can transfer incoming caller location information into the incident. (Automated Number Information/Automated Location Information (ANI/ALI))	EA	US	$1,440.00
132-51	IN-SV-120048-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Fire RMS to Inform CAD Hydrant Data Transfer Interface (One-way flow)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. A license to the interface must have been purchased in the production environment. Synchronizes hydrant data from the Fire Records Management System (RMS) system to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for selected vendors. Interface currently only supports the FDM and SunPro/BioKey/Aether/Zoll products.	EA	US	$2,160.00
132-51	IN-SV-120049-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard RMS to Inform CAD Personnel Data Transfer Interface (One-way flow)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. A license to the interface must have been purchased in the production environment. Synchronizes personnel information from external systems to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for FDM, SunPro/BioKey/Aether/Zoll, and Orion.	EA	US	$2,160.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120050-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard RMS to Inform CAD Premise Data Transfer Interface (One-way flow)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. Synchronizes Premise file information from external systems to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for FDM, SunPro/BioKey/Aether/Zoll, and High Plains.	EA	US	$2,160.00
132-51	IN-SV-120051-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Station Alert Interface (Inform CAD)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. Interface automatically alerts stations when units are dispatched. Vendors supported are: Locution, Zetron, WestNet, Orbacom, Motorola MosCAD, and ClassOne.	EA	US	$2,160.00
132-51	IN-SV-120052-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Station Printing (Rip and Run) Interface (Inform CAD)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. Inform Computer Aided Dispatch (CAD) interface will automatically print out incident information in the station when units are dispatched.	EA	US	$2,160.00
132-51	IN-SV-120053-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Medusa ePCR Interface (Inform CAD)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. Standard interface to the Medusa Electronic Patient Care Reporting (ePCR) system.	EA	US	$2,160.00
132-51	IN-SV-120054-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Inform CAD to Inform CAD Basic Interface (single side)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. There is no charge for this license between TriTech Computer Aided Dispatch (CAD) to TriTech CAD. Services will be needed. This license is for a single side of an Inform CAD to Inform CAD interface. A similar license must be in place at the other Inform CAD site.	EA	US	$5,040.00
132-51	IN-SV-120055-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Inform CAD OuterLink Flight Following Integration	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. Interface with OuterLink Flight Following system. This price offers existing functionality without modifications.	EA	US	$787.50
132-51	IN-SV-120056-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Station Alert/Printing (Rip and Run) Interface for Inform CAD	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. Interface automatically alerts stations when units are dispatched. This interface will also print (optionally configured in the station alerting vendor's system) the incident information at the time of alert. Vendors supported are Zetron and Locution (the single interface does both alerting and printing).	EA	US	$2,160.00
132-51	IN-SV-120057-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Inform CAD to 3rd Party CAD Advanced Interface	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. Provides advanced Computer Aided Dispatch (CAD) to CAD functionality including unit position updates using the TriTech Application Programming Interface (API). See engineering consultation services for 3rd party vendor.	EA	US	$5,040.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120058-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Deccan Commit (MUM) Integration (Inform CAD)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. Provides integration between Inform Computer Aided Dispatch (CAD) and the Live Move Up Module (MUM) product from Deccan. The interface allows user to commit recommended move-ups in Inform CAD using the Commit feature in MUM. Live MUM must be purchased separately. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	EA	US	$787.50
132-51	IN-SV-120059-001	TriTech	N/A	Disaster Recovery Interface Configuration: Standard Inform CAD to External System Incident Data Transfer Interface	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. This interface is generally for transferring incident information into a 3rd party Police Records Management System (RMS), Fire RMS, or Electronic Patient Care Reporting (ePCR) system. It is only considered standard for these selected vendors: BioKey Fire RMS, SunPro Fire RMS, FDM Fire RMS, Spillman, VersaTerm Police RMS, MASI Police RMS, Abbey Group, SafetyPad/Open Systems EPCR, 24-7/Ninety Degrees Fire RMS, Firehouse Fire RMS, RoamIT EPCR, Denali RMS, HighPlains Fire RMS, Linc/SQL, ETI, and Tiburon Police RMS.	EA	US	$2,160.00
132-51	IN-SV-120060-001	TriTech	N/A	Disaster Recovery Interface Configuration: Inform CAD Standard Push to Talk Interface (Motorola Gold Elite and MACOM only)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. When the transmit button is pressed on a radio device (hand-held or mobile), the data associated with the source of the radio transmission (i.e., unit radio ID, radio channel, etc.) is sent from the radio vendor to the Push to Talk (PTT) interface. The interface will attempt to match the radio ID with a unit/vehicle in the Inform Computer Aided Dispatch (CAD) system and if a match is found, will send a PTT information packet to the Inform CAD workstations displaying the PTT marquee. The PTT interface also provides emergency notification to dispatchers when the radio's button is pressed.	EA	US	$2,160.00
132-51	IN-SV-120061-001	TriTech	N/A	Disaster Recovery Interface Configuration: Inform Standard Inform CAD to 3rd Party CAD Basic Interface	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. Offers packaged Computer Aided Dispatch (CAD) to CAD functionality using the TriTech API. See engineering consultation services for 3rd party vendor.	EA	US	$3,780.00
132-51	IN-SV-120062-001	TriTech	N/A	Disaster Recovery Interface Configuration: Inform Standard Inform CAD to Inform CAD Advanced Interface (single side)	These are the services to deploy a Disaster Recovery (DR) instance of the interface. Without these services, the interface will not be available in the DR environment. There is no charge for this license between TriTech Computer Aided Dispatch (CAD) to TriTech CAD. Services will be needed. This license is for a single side of an Inform CAD to Inform CAD interface. A similar license must be in place at the other Inform CAD site.	EA	US	$5,040.00
132-51	IN-SV-120064-001	TriTech	N/A	Disaster Recovery Configuration Service: Inform CAD Unit Swap	These are the services to deploy a Disaster Recovery (DR) instance of the Unit Swap service. Must be purchased for each instance of Unit Swap in each of the environments, if Unit Swap is purchased. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$787.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120065-001	TriTech	N/A	Disaster Recovery Configuration Service: Inform CAD Auto Dispatch	These are the services to deploy a Disaster Recovery (DR) instance of the Auto Dispatch service. Must be purchased for each instance of Auto Dispatch in each of the environments, if Auto Dispatch is purchased. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$787.50
132-51	IN-SV-120066-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD to TriTech System Incident Data Transfer Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. A license to the interface must have been purchased in the production environment. This interface is for transferring incident information into a TriTech Records Management System (RMS), Electronic Patient Care Reporting (ePCR), Billing or other TriTech system from Inform Computer Aided Dispatch (CAD). The license fee is waived for integration between TriTech products.	EA	US	$2,160.00
132-51	IN-SV-120067-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Standard Pictometry Integration	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. A license to the interface must have been purchased in the production environment. Please note that Pictometry is not supported in a Citrix environment. This license enables the integration between the Inform Computer Aided Dispatch (CAD) Map and the Pictometry application.	EA	US	$787.50
132-51	IN-SV-120068-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Standard Alpha Numeric Paging Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. A license to the interface must have been purchased in the production environment. Provides a standard tool for transmitting alpha numeric and/or numeric pages to certain devices. Configuration services are required to install and activate this module. System will support multiple paging vendors simultaneously.	EA	US	$1,440.00
132-51	IN-SV-120069-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Standard ANI/ALI Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the Automated Number Information/Automated Location (ANI/ALI) interface will not be available in the Test or Training environment. A license to the interface must have been purchased in the production environment. Standard interface between Inform Computer Aided Dispatch (CAD) and most common E9-1-1 systems such as Plant Vesta and Positron. Can transfer incoming caller location information into the incident.	EA	US	$1,440.00
132-51	IN-SV-120070-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Standard EMD Integration	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. A license to the interface must have been purchased in the production environment. ProQA, APCO Meds and Powerphone are Emergency Medical Dispatch (EMD) applications that aid users in performing triage. This module provides integration between Inform Computer Aided Dispatch (CAD) and the EMD applications. If the site is licensed to use the EMD application, Inform CAD allows the user to launch them automatically within the Inform CAD call-taking screen. When the user reaches the applicable field, the EMD application is opened as a window within Inform CAD allowing the user to complete the EMD session. Once key trigger points are reached, the incident type and priority are automatically updated. Only one interface is required for Police, Fire, and EMS. The EMD application must be purchased separately. The EMD provider being purchased should be specified.	EA	US	$787.50

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120071-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard Fire RMS to Inform CAD Hydrant Data Transfer Interface (One-way flow)	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. A license to the interface must have been purchased in the production environment. Synchronizes hydrant data from the Fire RMS system to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for selected vendors. Interface currently only supports the FDM and SunPro/BioKey/Aether/Zoll products.	EA	US	$2,160.00
132-51	IN-SV-120072-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard RMS to Inform CAD Personnel Data Transfer Interface (One-way flow)	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. A license to the interface must have been purchased in the production environment. Synchronizes personnel information from external systems to Inform Computer Aided Dispatch (CAD). This interface is only considered standard for FDM, SunPro/BioKey/Aether/Zoll, and Orion.	EA	US	$2,160.00
132-51	IN-SV-120073-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard RMS to Inform CAD Premise Data Transfer Interface (One-way flow)	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Synchronizes Premise file information from external systems to Inform CAD. This interface is only considered standard for FDM, SunPro/BioKey/Aether/Zoll, and High Plains.	EA	US	$2,160.00
132-51	IN-SV-120074-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Standard Station Alert Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Interface automatically alerts stations when units are dispatched. Vendors supported are: Locution, Zetron, WestNet, Orbacom, Motorola MosCAD, and ClassOne.	EA	US	$2,160.00
132-51	IN-SV-120075-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Standard Station Printing (Rip and Run) Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Inform Computer Aided Dispatch (CAD) interface will automatically print out incident information in the station when units are dispatched.	EA	US	$2,160.00
132-51	IN-SV-120076-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Standard Medusa ePCR Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Standard interface to the Medusa Electronic Patient Care Reporting (ePCR) system.	EA	US	$2,160.00
132-51	IN-SV-120077-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard Inform CAD to Inform CAD Basic Interface (single side)	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. There is no charge for this license between TriTech Computer Aided Dispatch (CAD) to TriTech CAD. Services will be needed. This license is for a single side of an Inform CAD to Inform CAD interface. A similar license must be in place at the other Inform CAD site.	EA	US	$3,780.00
132-51	IN-SV-120078-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard Inform CAD OuterLink Flight Following Integration	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Interface with OuterLink Flight Following system. This price offers existing functionality without modifications.	EA	US	$787.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120079-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Standard Station Alert/Printing (Rip and Run) Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Interface automatically alerts stations when units are dispatched. This interface will also print (optionally configured in the station alerting vendor's system) the incident information at the time of the alert. Vendors supported are Zetron and Locution (the single interface does both alerting and printing).	EA	US	$2,160.00
132-51	IN-SV-120080-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard Inform CAD to 3rd Party CAD Advanced Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Provides advanced Computer Aided Dispatch (CAD) to CAD functionality including unit position updates using the TriTech Application Programming Interface (API). See engineering consultation services for 3rd party vendor.	EA	US	$5,040.00
132-51	IN-SV-120081-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard Deccan Commit (MUM) Integration	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Provides integration between Inform CAD and the Live MUM product from Deccan. The interface allows user to commit recommended move-ups in Inform CAD using the Commit feature in MUM. Live MUM must be purchased separately.	EA	US	$787.50
132-51	IN-SV-120081-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard Deccan Commit (MUM) Integration	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Provides integration between Inform CAD and the Live MUM product from Deccan. The interface allows user to commit recommended move-ups in Inform CAD using the Commit feature in MUM. Live MUM must be purchased separately.	EA	US	$787.50
132-51	IN-SV-120082-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard Inform CAD to External System Incident Data Transfer Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. This interface is generally for transferring incident information into a 3rd party Police Records Management System (RMS), Fire RMS or Electronic Patient Care Reporting (ePCR) system. It is only considered standard for these selected vendors: BioKey Fire RMS, SunPro Fire RMS, FDM Fire RMS, Spillman, VersaTerm Police RMS, MASI Police RMS, Abbey Group, SafetyPad/Open Systems EPCR, 24-7/Ninety Degrees Fire RMS, FireHouse Fire RMS, RoamIT EPCR, Denali RMS, HighPlains Fire RMS, Linc/SQL, ETI, and Tiburon Police RMS.	EA	US	$2,160.00
132-51	IN-SV-120083-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Standard Push to Talk Interface (Motorola Gold Elite and MACOM only)	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. When the transmit button is pressed on a radio device (hand-held or mobile), the data associated with the source of the radio transmission (i.e., unit radio ID, radio channel, etc.) is sent from the radio vendor to the Push to Talk (PTT) interface. The interface will attempt to match the radio ID with a unit/vehicle in the Inform Computer Aided Dispatch (CAD) system and if a match is found, will send a PTT information packet to the Inform CAD workstations displaying the PTT marquee. The PTT Interface also provides emergency notification to dispatchers when the radio's button is pressed.	EA	US	$3,780.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-120084-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard Inform CAD to 3rd Party CAD Basic Interface	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Offers packaged Computer Aided Dispatch (CAD) to CAD functionality using the TriTech Application Programming Interface (API). See engineering consultation services for 3rd party vendor.	EA	US	$3,780.00
132-51	IN-SV-120085-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Standard Inform CAD to Inform CAD Advanced Interface (single side)	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. There is no charge for this license between TriTech Computer Aided Dispatch (CAD) to TriTech CAD. Services will be needed. This license is for a single side of an Inform CAD to Inform CAD interface. A similar license must be in place at the other Inform CAD site.	EA	US	$5,040.00
132-51	IN-SV-120086-001	TriTech	N/A	Test and/or Training Interface Configuration Services: NCIC/State Message Switch Software Inform CAD/Inform Mobile	These are the services to deploy a Test or Training instance of the interface. Without these services, the interface will not be available in the Test or Training environment. Server software connects Inform Computer Aided Dispatch (CAD) and Inform Mobile to local, state and Federal criminal databases for purposes of running queries and records checks. Includes (detail in SOW) - Seven (7) standard queries/messages, and two (2) total connections - typically 1) state switch and 2) Inform CAD BOLO. Single Proxy will support multiple Inform CAD servers - Production, Testing, and Training if desired. Inform CAD and Inform Mobile may share the same Proxy.	EA	US	$5,040.00
132-51	IN-SV-120087-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Unit Swap	These are the services to deploy a Test or Training instance of the Unit Swap service. Must be purchased for each instance of Unit Swap in each of the environments, if Unit Swap is purchased. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$787.50
132-51	IN-SV-120088-001	TriTech	N/A	Test and/or Training Interface Configuration Services: Inform CAD Auto Dispatch	These are the services to deploy a Test or Training instance of the Auto Dispatch service. Must be purchased for each instance of Auto Dispatch in each of the environments, if Auto Dispatch is purchased. Work is performed during normal TriTech Business hours (Pacific Time).	EA	US	$787.50
132-51	IN-SV-130001-001	TriTech	N/A	Inform FBR v4.6+ System Orientation and Analysis (A - 1-40 concurrent users)	This service will include a 2-day site visit to the customer site, and observing operations for implementing the Field Based Reporting (FBR) v4.6+ solution.	EA	US	$4,410.00
132-51	IN-SV-130004-001	TriTech	N/A	Inform FBR v4.6+ System Orientation and Analysis (B - 41-100 concurrent users)	This service will include a 3-day site visit to the customer site, and observing operations for implementing the Field Based Reporting (FBR) v4.6+ solution.	EA	US	$5,670.00
132-51	IN-SV-130005-001	TriTech	N/A	Inform FBR v4.6+ System Orientation and Analysis (C - 101-250 concurrent users)	This service will include a 3-day site visit to the customer site, and observing operations for implementing the Field Based Reporting (FBR) v4.6+ solution.	EA	US	$5,670.00
132-51	IN-SV-130006-001	TriTech	N/A	Inform FBR v4.6+ System Orientation and Analysis (D - 251-500 concurrent users)	This service will include a 4-day site visit to the customer site, and observing operations for implementing the Field Based Reporting (FBR) v4.6+ solution.	EA	US	$6,930.00
132-51	IN-SV-130007-001	TriTech	N/A	Inform FBR v4.6+ System Orientation and Analysis (E - 501+ concurrent users)	This service will include 8 days site visit to the customer site, and observing operations for implementing the Field Based Reporting (FBR) v4.6+ solution.	EA	US	$13,860.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-130008-001	TriTech	N/A	Inform FBR v4.6+ Business Analysis Services and Consultation	This line item must be purchased for all Field Based Reporting (FBR) v4.6+ implementations that require custom acceptance testing procedures. It may be removed if your quote does not meet these requirements. This will be quoted based on the complexity of the system and the anticipated duration of the project. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-130017-001	TriTech	N/A	Inform FBR v4.6+ Server Installation and Configuration	Service is required for the first time FBR v4.6+ implementations, or for rehosting the FBR application for existing customers.	EA	US	$3,150.00
132-51	IN-SV-130018-001	TriTech	N/A	Onsite Go Live Support Services for Inform FBR v4.6+ (1 person, 2 days, single shift)	This Go Live support is for 2 days of onsite support by one person, covering a single 8 hour shift. If the customer desires longer coverage or coverage on multiple shifts this onsite support may be scaled up. This is mandatory for all first time system implementations for Inform FBR v4.6+.	EA	US	$3,780.00
132-51	IN-SV-140011-001	TriTech	N/A	TRITECH.COM IQ Setup and Conversion Services (Up to 5 years for TT Products)	This covers the initial establishment for a site at TriTech.com for the IQ Search and Notifications product. This includes connecting the TriTech compatible products to the Cloud and up to 5 years of data conversion from TriTech Computer Aided Dispatch (CAD), Records Management System (RMS), JAIL and 911 solutions. Additional years of conversion must be custom quoted via the Options Section. Conversion from any 3rd party solution is a Custom Integrated Solution.	EA	US	$990.00
132-51	IN-SV-140012-001	TriTech	N/A	TRITECH.COM IQ Data Conversion - Additional	Consulting Services for additional data conversion beyond 5 years for TriTech products or any amount of data from 3rd party systems to TriTech.com IQ. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-140012-001	TriTech	N/A	IQ Data Conversion - Additional	This is the placeholder for a write in request for additional data conversion beyond 5 years for TriTech products or any amount of data from 3rd party systems. Please produce an Integrated Solutions write in request.	EA	US	$0.00
132-51	IN-SV-140015-001	TriTech	N/A	TRITECH.COM IQ ANALYTICS Set Up Services (Remote)	The services to set up and establish an agency on TRITECH.COM IQ ANALYTICS.	EA	US	$630.00
132-51	IN-SV-140016-001	TriTech	N/A	TRITECH.COM IQ API Consulting Services Initial 40 Hours	The initial, mandatory consulting services for a customer or 3rd party to develop to the IQ API. Additional block of 24 hours may be purchased.	EA	US	$6,750.00
132-51	IN-SV-140017-001	TriTech	N/A	TRITECH.COM IQ API Consulting Services Additional 24 Hours	Additional block of 24 hours to assist 3rd parties or qualified customers to develop to the IQ API.	EA	US	$3,780.00
132-51	IN-SV-140020-001	TriTech	N/A	Inform 4 Special Pricing TRITECH.COM Setup and Conversion Services (Up to 5 years for TriTech Products)	Included in the Inform 4 Special Pricing for Services and Training. This price includes 5 years of data conversion from VisionCAD, VisionRMS and VisionJAIL. Additional data conversions must be custom quoted. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-140023-001	TriTech	N/A	Inform 4 Special Pricing TRITECH.COM Analytics Setup	Included in the Inform 4 Special Pricing for Services and Training. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-140024-001	TriTech	N/A	Inform 4 Special Pricing Services for Setup, 5 Years of TRITECH product Data Conversion and Training Services for TRITECH.COM IQ and Analytics	This is the consolidated services pricing for the Special Inform 4 pricing to move to TRITECH.COM IQ. The services provided must be listed as $0 items individually on each quote and this item represents the aggregated, one time charge.	EA	US	$2,250.00
132-51	IN-SV-150001-001	TriTech	N/A	Inform Jail v4.6+ System Orientation and Analysis (A - 1-10 concurrent users)	This service will include a 1 day site visit to the customer site, to observe operations for implementing the Inform Jail v4.6+ application.	EA	US	$3,150.00
132-51	IN-SV-150002-001	TriTech	N/A	Inform Jail v4.6+ System Orientation and Analysis (B - 11-20 concurrent users)	This service will include a 2 day site visit to the customer site, to observe operations for implementing the Inform Jail v4.6+ application.	EA	US	$4,410.00
132-51	IN-SV-150003-001	TriTech	N/A	Inform Jail v4.6+ System Orientation and Analysis (C - 21-40 concurrent users)	This service will include a 3 day site visit to the customer site, to observe operations for implementing the Inform Jail v4.6+ application.	EA	US	$5,670.00
132-51	IN-SV-150004-001	TriTech	N/A	Inform Jail v4.6+ System Orientation and Analysis (D - 41-100 concurrent users)	This service will include a 3 day site visit to the customer site, to observe operations for implementing the Inform Jail v4.6+ application.	EA	US	$5,670.00
132-51	IN-SV-150005-001	TriTech	N/A	Inform Jail v4.6+ System Orientation and Analysis (E - 100+ concurrent users)	This service will include a 6 day site visit to the customer site, to observe operations for implementing the Inform Jail v4.6+ application.	EA	US	$9,450.00
132-51	IN-SV-150006-001	TriTech	N/A	Inform Jail v4.6+ Business Analysis and Consultation Services	This line item must be purchased for all Jail v4.6+ implementations that require custom acceptance testing procedures. It may be removed if your quote does not meet these requirements. This will be quoted based on the complexity of the system and the anticipated duration of the project. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-150007-001	TriTech	N/A	Inform Jail v4.6+ 3 day workshop and consultation	Include this line item for 41 Concurrent users and higher for Inform Jail v4.6+, and it will be adjusted as needed.	EA	US	$5,670.00
132-51	IN-SV-150014-001	TriTech	N/A	Inform Jail v4.6+ Position Software Installation (up to 5 workstations)	This service should only be purchased for up to 5 workstations for Inform Jail v4.6+. Not required for all workstations. The Customer will complete the installation for the balance of the workstations.	EA	US	$2,835.00
132-51	IN-SV-150015-001	TriTech	N/A	Inform Jail v4.6+ Server Installation and Configuration	This service should be purchased for every first time Inform Jail v4.6+ System implementation	EA	US	$2,835.00
132-51	IN-SV-150016-001	TriTech	N/A	Inform FBR v4.6+ Position Software Installation (up to 5 workstations)	This service should be purchased for every first time Inform Field Based Reporting (FBR) v4.6+ System implementation.	EA	US	$2,835.00
132-51	IN-SV-150017-001	TriTech	N/A	Onsite Go Live Support Services for Inform Jail v4.6+ (1 person, 2 days, 2 shifts)	This Go Live support is for 2 days of onsite support by one person, covering two 12 hour shifts (providing 24 hour coverage for 2 days). If the customer desires longer coverage or coverage on multiple shifts this onsite support may be scaled up. This is mandatory for all first time system implementations for Inform Jail v4.6+.	EA	US	$5,670.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-160004-001	TriTech	N/A	Inform MNHS Design (A - 1-10 Users)	Inform Master Name Historical Summary (MNHS) design is an optional service and must be priced based on the scope and complexity of this implementation. Inform MNHS Design (A - 1-10 Users)	EA	US	$6,261.75
132-51	IN-SV-160005-001	TriTech	N/A	Inform MNHS Mapping (A - 1-10 Users)	Inform Master Name Historical Summary (MNHS) mapping is an optional service and must be priced based on the scope and complexity of this implementation. Inform MNHS Mapping (A - 1-10 Users)	EA	US	$9,365.40
132-51	IN-SV-160006-001	TriTech	N/A	Inform MNHS Implementation (A - 1-10 Users)	Inform Master Name Historical Summary (MNHS) implementation is an optional service and must be priced based on the scope and complexity of this implementation. Inform MNHS Implementation (A - 1-10 Users)	EA	US	$2,613.60
132-51	IN-SV-160007-001	TriTech	N/A	Inform MNHS Design (B - 11-20 Users)	Inform Master Name Historical Summary (MNHS) design is an optional service and must be priced based on the scope and complexity of this implementation. Inform MNHS Design (B - 11-20 Users)	EA	US	$8,766.45
132-51	IN-SV-160008-001	TriTech	N/A	Inform MNHS Mapping (B - 11-20 Users)	Inform Master Name Historical Summary (MNHS) mapping is an optional service and must be priced based on the scope and complexity of this implementation. Inform MNHS Mapping (B - 11-20 Users)	EA	US	$14,157.00
132-51	IN-SV-160009-001	TriTech	N/A	Inform MNHS Implementation (B - 11-20 Users)	Inform Master Name Historical Summary (MNHS) implementation is an optional service and must be priced based on the scope and complexity of this implementation. Inform MNHS Implementation (B - 11-20 Users)	EA	US	$4,356.00
132-51	IN-SV-160010-001	TriTech	N/A	Inform MNHS Design (C - 21-40 Users)	Inform Master Name Historical Summary (MNHS) design is an optional service and must be priced based on the scope and complexity of this implementation. Inform MNHS Design (C- 21-40 Users)	EA	US	$17,532.90
132-51	IN-SV-160011-001	TriTech	N/A	Inform MNHS Mapping (C - 21-40 Users)	Inform Master Name Historical Summary (MNHS) mapping is an optional service and must be priced based on the scope and complexity of this implementation. Inform MNHS Mapping (C - 21-40 Users)	EA	US	$22,869.00
132-51	IN-SV-160012-001	TriTech	N/A	Inform MNHS Implementation (C - 21-40 Users)	Inform Master Name Historical Summary (MNHS) implementation is an optional service and must be priced based on the scope and complexity of this implementation. Inform MNHS Implementation (C - 21-40 Users)	EA	US	$5,445.00
132-51	IN-SV-170001-001	TriTech	N/A	Inform Mobile System Configuration and BA services (Single Agency - Fire/EMS - 1-40 Licenses)	This Mobile System Configuration and Business Analyst Service includes the System Orientation, Configuration for one agency, including Records Check if applicable, and ATP for a first time Mobile implementation. For this tier, services include one trip for System Orientation and an ATP visit.	EA	US	$13,500.00
132-51	IN-SV-170002-001	TriTech	N/A	Inform Mobile System Configuration and BA services (Law or Multi Agency - 1-40 Licenses)	This Mobile System Configuration and Business Analyst Service includes the System Orientation, Configuration for each of the agencies, including Records Check if applicable, and ATP for a first time Mobile implementation. For this tier, services include one trip for System Orientation and an ATP visit.	EA	US	$18,000.00
132-51	IN-SV-170003-001	TriTech	N/A	Inform Mobile System Configuration and BA services (A - 41-100 Licenses)	This Mobile System Configuration and Business Analyst Service includes the System Orientation, Configuration for each of the agencies, including Records Check if applicable, and ATP for a first time Mobile implementation. For this tier, services include one trip for System Orientation and an ATP visit.	EA	US	$22,500.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-170004-001	TriTech	N/A	Inform Mobile System Configuration and BA services (B - 101-250 Licenses)	This Mobile System Configuration and Business Analyst Service includes the System Orientation, Configuration for each of the agencies, including Records Check if applicable, and ATP for a first time Mobile implementation. For this tier, services include one trip for System Orientation and an ATP visit with breakout sessions for each agency.	EA	US	$27,000.00
132-51	IN-SV-170005-001	TriTech	N/A	Inform Mobile System Configuration and BA services (C - 251-500 Licenses)	This Mobile System Configuration and Business Analyst Service includes the System Orientation, Configuration for each of the agencies, including Records Check if applicable, and ATP for a first time Mobile implementation. For this tier, services include one trip for System Orientation and an ATP visit with breakout sessions for each agency.	EA	US	$31,500.00
132-51	IN-SV-170006-001	TriTech	N/A	Inform Mobile System Configuration and BA services (D - 501-1000 Licenses)	This Mobile System Configuration and Business Analyst Service includes the System Orientation, Configuration for each of the agencies, including Records Check if applicable, and ATP for a first time Mobile implementation. For this tier, services include one trip for System Orientation and an ATP visit with breakout sessions for each agency.	EA	US	$36,000.00
132-51	IN-SV-170007-001	TriTech	N/A	Inform Mobile System Configuration and BA services (E - 1001+ Licenses)	This Mobile System Configuration and Business Analyst Service includes the System Orientation, Configuration for each of the agencies, including Records Check if applicable, and ATP for a first time Mobile implementation. For this tier, services include one trip for System Orientation and an ATP visit with breakout sessions for different agencies, a configuration review visit, and an ATP visit with breakout sessions for each agency.	EA	US	$45,000.00
132-51	IN-SV-170008-001	TriTech	N/A	Inform Mobile Sub-Agency Configuration (Per Sub-Agency)	Configuration Services for the configuration of each Mobile sub agency that is purchased for the Project.	EA	US	$2,205.00
132-51	IN-SV-170009-001	TriTech	N/A	Inform Mobile Text to Speech & Voice Commands configuration	Configuration Services for Mobile Text to Speech feature is needed only once if this feature is purchased under Software section.	EA	US	$2,205.00
132-51	IN-SV-170010-001	TriTech	N/A	Inform Mobile AFR XML Export Configuration	Services for the configuration of Mobile to AFR export is needed only once if this integration is purchased under Software section.	EA	US	$2,205.00
132-51	IN-SV-170017-001	TriTech	N/A	Inform Mobile Test/Training Server Rehost (per Server)	Rehost services for each Mobile Server in Test/Training environment.	EA	US	$945.00
132-51	IN-SV-170019-001	TriTech	N/A	Inform Mobile Interface Server Rehost (per Interface Server)	Service is required for rehosting each Mobile Interface.	EA	US	$945.00
132-51	IN-SV-170020-001	TriTech	N/A	Inform Mobile Interface Server Configuration (per Interface Server)	Service is required for the installation of Inform Mobile Interface Server in Production environment. (Per each Mobile interface server in Production environment)	EA	US	$1,575.00
132-51	IN-SV-170021-001	TriTech	N/A	Inform Mobile Server Rehost (per Inform Mobile Server)	Rehost services for each Inform Mobile Server.	EA	US	$945.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-170024-001	TriTech	N/A	Standard Inform Mobile Map Refresh (TeleAtlas Data)	This service is only applicable to existing customers, and only if the Geographic Information Service (GIS) source data is TeleAtlas.	EA	US	$5,040.00
132-51	IN-SV-170025-001	TriTech	N/A	Standard Inform Mobile Map Conversion Services for TomTom Data (Up to 10 Counties - source data not included)	This service is required for all first time Mobile implementations only if the GIS source data is TomTom.	EA	US	$5,040.00
132-51	IN-SV-170026-001	TriTech	N/A	Custom Inform Mobile Mapping Conversion Services (Client supplied data)	This service is required for all first time Computer Aided Dispatch (CAD) implementations if the Geographic Information Service (GIS) source data is NOT TeleAtlas.	EA	US	$7,560.00
132-51	IN-SV-170027-001	TriTech	N/A	Custom Inform Mobile Map Refresh (Client supplied data)	This service is only applicable to existing customers. A custom Map refresh is required if the Geographic Information Service (GIS) source data is NOT TeleAtlas.	EA	US	$7,560.00
132-51	IN-SV-180008-001	TriTech	N/A	Inform RMS v4.6+ Business Analysis and Consultation Services	This line item must be purchased for all Inform Records Management System (RMS) v4.6+ implementations that require custom acceptance testing procedures. It may be removed if your quote does not meet these requirements. This will be quoted based on the complexity of the system and the anticipated duration of the project. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-180008-001	TriTech	N/A	Inform RMS Business Analysis and Consultation Services (Write-In) (E 551-750 Users & F 750+ Users)	This line item must be sold for all RMS implementations that require custom acceptance testing procedures. It may be removed if your quote does not meet these requirements. This will be quoted based on the complexity of the system and the anticipated duration of the project.	EA	US	$0.00
132-51	IN-SV-180009-001	TriTech	N/A	Inform RMS v4.6+ 3-Day Workshop and Consultation	Include this line item for 41 Concurrent users and higher, and it will be adjusted as needed. Inform Records Management System (RMS) v4.6+	EA	US	$3,780.00
132-51	IN-SV-180017-001	TriTech	N/A	Inform FBR v4.6+ 3-Day Workshop and Consultation	This is an optional service, and should be purchased for large systems, as needed. The quantity may be more than 1 if needed. Field Based Reporting (FBR) v4.6+	EA	US	$5,670.00
132-51	IN-SV-180018-001	TriTech	N/A	Tracs to RMS v4.6+ Interface Implementation Services WI Specific	This implementation service is required if this Traffic and Criminal Software (TraCS) Interface is purchased under the Software section. v4.6+	EA	US	$7,705.80
132-51	IN-SV-180021-001	TriTech	N/A	Inform RMS v4.6+ Position Installation (up to 5 workstations)	This Inform Records Management System (RMS) v4.6+ Position Installation service should only be purchased for up to 5 workstations. Do not purchase this for all workstations. The Customer will complete the installation for the balance of the workstations.	EA	US	$2,835.00
132-51	IN-SV-180022-001	TriTech	N/A	Inform RMS v4.6+ Server Installation and Configuration	Per Inform Records Management System (RMS) v4.6+ server. Mandatory for all RMS implementations.	EA	US	$3,150.00
132-51	IN-SV-190001-001	TriTech	N/A	Inform Systems Engineering Services	This line item is for Systems Engineering services that are not routine and must be quoted on a case by case basis - mostly for add-on projects. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-190002-001	TriTech	N/A	Inform Project Management Services	This service is required for all Projects, unless the Project only grants workstation licenses to a client without any implementation services. The hours required must be validated by the TriTech Project Management Office (PMO) team. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-190006-001	TriTech	N/A	Inform Systems Integration Fee	This line item applies to integration with third party systems including hardware, 3rd party software and services. This fee is required for allowing that integration. Fees will be quoted at an hourly rate. A custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-190016-001	TriTech	N/A	Inform CAD Proxy Server Rehost	Rehost services for Proxy server for each instance of the Proxy servers to be rehosted.	EA	US	$1,260.00
132-51	IN-SV-190017-001	TriTech	N/A	Operating System upgrade (per server) - for Inform CAD systems	This is the service for upgrading the Operating System (OS) for Inform Computer Aided Dispatch (CAD) Servers, and must be priced for the number of servers being upgraded. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-190018-001	TriTech	N/A	Advanced Call Analysis and Consultation Services (for multiple site and Enterprise sites)	Consultation services: This service provides the client with call detail meetings and advanced discover of desired call flow patterns and provisioning of the IP call manager. This is desgined for multiple site locations off of a hosted solution with a shared back room.	HR	US	$157.50
132-51	IN-SV-190019-001	TriTech	N/A	Synchronization Software Remote Installation for Inform CAD	Remote installation of the Synchronization software between production Inform Computer Aided Dispatch (CAD) and Hot Standby; and/or Production CAD and Disaster Recovery (DR). One per Hot Standby and DR CAD.	EA	US	$2,688.30
132-51	IN-SV-190021-001	TriTech	N/A	Inform 911 Network Consultation Services	Consultation services: This service is designed to provide the client with help designing their network or required hardware to support their network to support their IP voice traffic and redundancy. Hourly rates are for out of scope services not defined within the price list. A custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-190022-001	TriTech	N/A	Inform CAD NetClock Configuration	This is an optional service for NetClock configuration. Applicable to first time Inform Computer Aided Dispatch (CAD) system implementations.	EA	US	$787.50
132-51	IN-SV-190023-001	TriTech	N/A	Inform CAD Interface Server Rehost (per Interface - except for Proxy)	This is the service for rehosting interfaces, for each interface being rehosted for Inform Computer Aided Dispatch (CAD).	EA	US	$787.50
132-51	IN-SV-190024-001	TriTech	N/A	Inform CAD Interface Server Configuration (per Interface server)	This service is required for preparing the server for each interface in the Production environment for Inform Computer Aided Dispatch (CAD).	EA	US	$787.50
132-51	IN-SV-190025-001	TriTech	N/A	Inform CAD DMZ Browser Server Rehost	Rehost services for the Browser server for Browser in the Inform Computer Aided Dispatch (CAD) Demilitarized Zone (DMZ).	EA	US	$1,260.00
132-51	IN-SV-190026-001	TriTech	N/A	Inform CAD Browser Server Configuration	Configuration of the Browser server for Inform Computer Aided Dispatch (CAD) Browser.	EA	US	$1,260.00
132-51	IN-SV-190028-001	TriTech	N/A	Inform System Onsite Go Live Services, additional day/shift	Adding one shift, covered by one person for one day to the onsite Inform System Go Live support coverage. This should not be purchased as the only service for Go Live.	EA	US	$1,890.00

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	IN-SV-190029-001	TriTech	N/A	Onsite Go Live Support Services for Inform CAD and Mobile (2 people - 3 days, 24 hour coverage)	This Inform Computer Aided Dispatch (CAD) and Mobile Go Live support service is for 3 days all shifts on a 24 hour basis. If the customer desires longer coverage or coverage on multiple shifts this onsite support may be scaled up. This is mandatory for all first time system implementations.	EA	US	$25,200.00
132-51	IN-SV-190030-001	TriTech	N/A	Inform CAD DBA Services for SQL upgrade (per SQL server)	This Inform Computer Aided Dispatch (CAD) Database Administrator (DBA) service is for upgrading Structured Query Language (SQL) version on each of the SQL servers. CAD, Hot Standby, Computer Aided Dispatch Disaster Recovery (CAD DR), and Archive and Reporting SQL servers should be on the same version, and it is recommended that Mobile is also on the same version of SQL as the rest of the SQL servers, but it is not required.	EA	US	$900.00
132-51	IN-SV-190031-001	TriTech	N/A	Inform CAD DBA Services for re-installing Replication	This Inform Computer Aided Dispatch (CAD) Database Administrator (DBA) service is required if: 1) Archive and Reporting Server is being rehosted; 2) CAD Server is being rehosted; 3) In case Replication is broken between CAD and the Archive and Reporting server.	EA	US	$1,260.00
132-51	IN-SV-190033-001	TriTech	N/A	Active Directory Configuration for Inform System	Configuration of Active Directory for Inform System. Optional, if customer wants TriTech to perform this task. Services will be quoted at an hourly rate. Custom quote must be requested.	HR	US	$157.50
132-51	IN-SV-190076-001	TriTech	N/A	Onsite Go Live Support Services for Inform CAD and Mobile (1 person - 2 days, 24 hour coverage)	This Inform Computer Aided Dispatch (CAD) and Mobile Go Live support service is for 2 days all shifts on a 24 hour basis. If the customer desires longer coverage or coverage on multiple shifts this onsite support may be scaled up. This is mandatory for all first time system implementations.	EA	US	$7,650.00
132-51	IN-SV-190105-001	TriTech	N/A	Additional Inform Engineering Consultation Services not to exceed 40 hours	Additional Engineering Consultation Services not to exceed 40 hours for Computer Aided Dispatch (CAD) to 3rd Party only	EA	US	$7,200.00
132-51	IN-SW-190104-001	TriTech	N/A	System Integration Fee	Placeholder for system integration fee	EA	US	$0.00
132-51	N/A	VisionAIR	VSEINS001	Records Management System (RMS) Server Software License Installation (v4.5 and prior)	Installation of VisionRMS product on the designated VisionRMS server as licensed to the client (v4.5 and prior).	EA	US	$775.96
132-51	N/A	VisionAIR	VSEINS002	Records Management System (RMS) Workstation Software License Installation (v4.5 and prior)	Installation of VisionRMS product on the designated VisionRMS workstation as licensed to the client (v4.5 and prior).	EA	US	$70.36
132-51	N/A	VisionAIR	VSEINS008	Field Based Reporting (FBR) Server Software License Installation (v4.5 and prior)	Installation of VisionFBR (Field Based Reporting) product on the designated VisionFBR server as licensed to the client (v4.5 and prior).	EA	US	$564.86
132-51	N/A	VisionAIR	VSEINS009	Field Based Reporting (FBR) Workstation Software License Installation (v4.5 and prior)	Installation of VisionFBR (Field Based Reporting) product on the designated VisionFBR server as licensed to the client (v4.5 and prior).	EA	US	$35.18

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Professional Services

SIN	Product Code	Manufacturer	Part Number	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	N/A	VisionAIR	VSEINS012	Jail Server Software License Installation (v4.5 and prior)	Installation of VisionJAIL product on the designated VisionJAIL server as licensed to the client (v4.5 and prior).	EA	US	$775.96
132-51	N/A	VisionAIR	VSEINS013	Jail Workstation Software License Installation (v4.5 and prior)	Installation of VisionJAIL product on the designated VisionJAIL workstation as licensed to the client (v4.5 and prior).	EA	US	$70.36

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Labor Categories

SIN	Product Code	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
132-51	PM	Project Manager	<u>Functional Responsibility:</u> TriTech will appoint a TriTech Project Manager as the principal TriTech contact who will be responsible for managing TriTech's responsibilities related to the implementation of the Project, as described in the Statement of Work (SOW) and within the scope of the Agreement. The Project Manager utilizes a standardized methodology for project implementation, project management, and risk identification and management. TriTech's Project Manager is responsible for Project scheduling and management of TriTech Project personnel and applicable Subcontractor/supplier resources, budget management, identification and management of Project risks, and communication with the client's Project team. The TriTech Project Manager will be responsible for the collaborative coordination of Client resources in an effort to ensure that avoidable Project delays will be minimized. The Project Manager is involved in the Project beginning with the Statement of Work (SOW) development and continuing through post Go Live Project closure activities. The Project Manager will be an active participant in many of the milestone events through the course of the Project including System Orientation, Demonstration of License Functionality (DOLF), and Go Live. The Project Manager will organize a bi-weekly Project status call with the Client and necessary Project team members. Additionally, the Project Manager will provide the Client with a written Project status report on a monthly basis, as further defined in the SOW.	HR	US	$157.50
			<u>Minimum/General Experience</u>: Intermediate knowledge of TriTech's suite of products. Working knowledge of information technology (hardware, software, and telecommunications) concepts and terminology. Able to drive the resolution of technical issues and problems. Intermediate knowledge of PM concepts, best practices, and terminology. Negotiations skills as well as organizational and multi-tasking skills. Working knowledge of GAAO and TriTech accounting policies regarding revenue forecasting, financial analysis, and budgeting concepts. Team facilitation and conflict resolution skills. Leadership skills and an entrepreneurial attitude.			
			<u>Minimum Education</u>: Bachelor's degree or equivalent experience. Project Management Professional (PMP) certification. Five plus years of directly related experience.			
132-51	SE	Systems Engineer	<u>Functional Responsibility</u>: The Systems Engineer is responsible for two primary functions, within the scope of the Project: 1) configuration of Standard TriTech Interfaces (including configuration documentation); and 2) development of software requirements documentation for Custom Interfaces. The Systems Engineer will additionally participate in testing of each of these Subsystems. In some cases, Development Engineers may perform the role of the Systems Engineer for specialized interfaces, particularly for Records Management System (RMS) and Jail Interfaces.	HR	US	$157.50
			<u>Minimum/General Experience</u>: Three to five years systems engineering experience with software systems. Proficient in software requirements analysis and definition. Excellent written and oral communication skills as well as effective questioning skills to facilitate communications with the Client's technical and operational staff. Excellent ability in requirement gathering and articulating technical and functional concepts to technical and non-technical audience. Expertise in development of software test procedures and conducting software tests. Experienced in Structured Query Language (SQL) Server technology, advanced SQL queries, knowledge of relational databases and programming languages such as C# and VB. Experience with MS Word, MS Project, MS Visio or other diagrammatic tools also required.			
			<u>Minimum Education</u>: Bachelor of Arts/Bachelor of Science in Engineering or related field or equivalent experience required.			
132-51	SA	Systems Administrator	<u>Functional Responsibility</u>: Systems Administrators support customer network infrastructure and its associated software, including PBXs, call management systems, voicemail and video-conferencing systems, and support Help Desk calls from user base in a professional capacity. Set up user accounts on organization's servers. Run necessary system backups. Provide technical support and troubleshoot problems on Local Area Network (LAN) and data networks using Microsoft operating systems. Monitor and identify capacity and performance issues for telecom traffic to ensure continued, uninterrupted operation of telecom systems. Generate usage and network traffic reports. Modify and/or rearrange systems to accommodate additional services or changes. Assist with inspection, testing, and maintenance of infrastructure circuits, trunks, and associated wiring and cabling.	HR	US	$157.50

SIN	Product Code	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
			<u>Minimum/General Experience</u>: Strong hands-on knowledge of the configuration and optimization of server applications, telephony equipment, video teleconferencing equipment, and voice/data equipment, including SharePoint, SalesForce, Avaya, VMWare, Windows Server and desktop applications. Working technical knowledge of current internet and network protocols, operating systems, and standards. Working technical knowledge of current computer practices, protocols, and principles in call center environments, peripherals, and testing accessories. Ability to read and interpret technical documents and procedure manuals. Ability to conduct research into telecommunications issues and products.			
			<u>Minimum Education</u>: Bachelor of Arts/Bachelor of Science in the field of Telecommunications or Computer science and/or two years equivalent work experience.			
132-51	BA	Business Analyst	<u>Functional Responsibility</u>: Business Analyst: The Inform Business Analyst (Computer Aided Dispatch (CAD) Business Analyst; Mobile Business Analyst; Records Management System (RMS) Business Analyst; Jail Business Analyst; or Field Based Reporting (FBR) Business Analyst) is responsible for the configuration of the CAD, Mobile, RMS, Jail, or FBR based on the Client's system requirements, business rules, configuration data, and reporting needs. The Business Analyst will provide consultation services to the Client with regard to the configuration and operation of CAD, Mobile, RMS, Jail, or FBR. The Inform Business Analyst is also responsible for conducting the CAD, Mobile, RMS, Jail, or FBR System Orientation, Demonstration of License Functionality (DOLF), performing the Acceptance Testing, Training, and providing consulting support throughout the Project implementation life cycle. After the completion of the DOLF session, ownership for continued Code File configuration and maintenance transfers to the Client. At this stage, the Business Analyst will serve as a consultant for the Client's further configuration of the Client's CAD, Mobile, RMS, Jail, or FBR system until the Client's System is in live operation. These activities are described in later sections of the SOW. The Business Analyst will be an active participant in many of the milestone events through the course of the Project and will participate in bi-weekly Project status calls, as needed.	HR	US	$157.50
			<u>Minimum/General Experience</u>: Three to five years' experience in the administration, management or supervision of a public safety dispatch or records organization, or as a Business Analyst, or Systems Engineer in the Software industry. Advanced documentation skills, including Software Requirements Documentation, Use Case Documentation, and Test Documentation. Ability to identify, isolate, and clearly describe software and system errors, and expected behavior. Ability to effectively assess client's workflow, processes, and data to determine applicability to project deliverables and configurations.			
			<u>Minimum Education</u>: Bachelor of Science or equivalent combination of an Associate's degree and at least 2 years of experience with Public Safety systems.			
132-51	GIS	GIS Analyst	<u>Functional Responsibility</u>: As part of the implementation team, TriTech utilizes a Geographic Information System (GIS) Analyst that specializes in geographical information technology. The GIS Analyst is responsible for: 1) performing an analysis and preparing a report regarding the Client's GIS source data including street centerline data, routability, and response area polygon data based on TriTech specified requirements for Inform Computer Aided Dispatch (CAD) and Inform Mobile; 2) consultation services regarding converting the GIS source data for use in CAD and Mobile; 3) providing training for applicable TriTech GIS tools; and 4) preparing the one-time GIS data import for Inform CAD and Inform Mobile. These GIS activities are intended to provide information that will allow the Client to optimize the accuracy and quality of Client GIS data during Project implementation.	HR	US	$157.50
			<u>Minimum/General Experience</u>: Requires minimum of four years of work experience using ArcGIS. Knowledge of ESRI data formats and map optimization techniques. Experience with Network Analyst, ModelBuilder, geodatabase topology, and/or scripting in ArcGIS is required. Programming and/or RDBMS experience is desirable.			
			<u>Minimum Education</u>: Bachelor of Arts/Bachelor of Science in Geographic Information Systems, Computer Science, or other related field preferred.			
132-51	CAM	Client Account Manager	<u>Functional Responsibility</u>: The Client Account Manager (CAM) is an important resource to the Client throughout the life of their System after System Go Live. The CAM will be the primary contact and liaison for non-technical support issues, system changes and billing questions. They provide support for general customer service requests, manage requests for new software and services, and provide assistance with planning technology upgrades post System Go Live. Having the CAM participate as a key Project member provides an enhanced level of continuity for the Client as they continue their relationship with TriTech.	HR	US	$157.50

SIN	Product Code	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
			Minimum/General Experience: Requires minimum of 5 years of experience in technical or software field sales and integration efforts. Proven sales track record that demonstrates consistent success in meeting or exceeding quota. Thorough understanding of Solutions Selling and its applicability. Knowledge of project management, team building, problem solving, budgeting and client relationship management.			
			Minimum Education: Bachelor of Arts/Bachelor of Science degree preferred, or equivalent experience in business, marketing, engineering, or computer science with demonstrated effort toward professional development.			
132-51	TRN	Training Specialist	**Functional Responsibility**: Training for TriTech applications is provided by TriTech Training Specialists. Training staff for other products and functions will vary by the type of product and training proposed. This process is described in greater detail in the training sections of the Statement of Work related to each of these products.	HR	US	$157.50
			Minimum/General Experience: Experience in the area of emergency services, medical billing, and/or in a customer relations position preferred. Must be highly professional and have excellent interpersonal skills, positive client service skills, demonstrated problem-solving skills, and strong and effective written and oral communication skills. Prior experience with training in a professional capacity is highly desired.			
			Minimum Education: Bachelor of Arts/Bachelor of Science degree preferred in a job-related field or its equivalent in experience and/or training.			
132-51	ISE	Installation Services Engineer	**Functional Responsibility**: Installation Services Engineer directly assists Project Management and Technical Services with hardware, operating system, and/or networking technical issues relating to customer systems. Researches and develops new solutions involving new or existing hardware and software. Responsibilities include successful configuration and installation of TriTech products, services, and third party applications. Job scope includes configuration of client systems, installation and testing of client interfaces and design of client network connectivity. TriTech's Installation Services team is responsible for installation and integration of TriTech Software onto the system hardware that is identified for this Project. This team works closely with the Client's staff to coordinate IP and network addressing, security accounts, network connections, and remote access to the System. This process is described in greater detail in the Statement of Work (SOW).	HR	US	$157.50
			Minimum/General Experience: Minimum three years' experience in the area of Intel based computer hardware, Microsoft based operating systems, and Microsoft based application software. One or more years' experience with TCP/IP networking, router programming, and remote access solutions. Minimum of three years' experience with MS SQL install, configuration, administration, and T-SQL knowledge. Minimum of five years' experience with Microsoft Active Directory Domains. Minimum of three years' experience with Citrix XenApp Presentation server. Minimum of three years' experience with VMware vSphere. Good interpersonal/team skills, positive customer service skills, problem-solving skills and writing skills necessary. The ability to complete required training related to technical education courses within specified time frames. Knowledge of local and wide area network design and installation. Knowledge of Web-based applications, including configuration of Internet Information Server (IIS).			
			Minimum Education: Associate of Science/Associate of Arts in Computer Science or Information Systems. Equivalent experience may be considered substitution. Microsoft Certified Professional (MCP) certification with emphasis in Windows 2000/2003/2008, and SQL. Microsoft Certified System Engineer (MSCE) certification desired.			
132-51	STA	Senior Technical Analyst	**Functional Responsibility**: The Senior Technical Analyst (STA) is primarily responsible for responding and assisting TriTech's customers requests for assistance and guidance with TriTech software products and services using advanced technical troubleshooting skills. This position uses project management skills when assigned specific customers and projects. The STA ensures the highest level of client satisfaction is achieved through prompt and complete resolution of customer issues and that accurate and timely assistance is delivered. The STA ensures accurate customer and call information is entered into the Customer Relations Management (CRM) software; documents accurate records of problems and resolutions; and identifies needs and makes recommendations regarding revisions to current customer support policies and procedures. The STA is responsible for maintaining a competitive edge by knowing TriTech Public Safety/EMS software, industry rules, regulations and competitors. As a representative of the company to TriTech's customers, it is expected to portray a positive and professional image of the company at all times.	HR	US	$157.50

TriTech Software Systems - GSA Schedule GS-35F-0006U Effective October 1, 2017 - September 30, 2022 - SIN 132-51 Labor Categories

SIN	Product Code	Product Name	Description	Unit of Issue	Country of Origin	GSA Price
			<u>Minimum/General Experience</u>: First-rate interpersonal skills, positive client service skills, problem-solving skills and writing skills necessary. Experience in project management and software implementation is helpful. Experience with support center or call center function related to a software company is helpful, but not required. Experience in the public safety industry/EMS is helpful, but not required. Must be a self-starter and able to work independently as well as part of a team. Must be able to demonstrate, on a continuing basis, excellent verbal and written communications skills. Must possess demonstrated analytical and organizational skills. Must possess demonstrated telephone etiquette. Advanced technical skills with extensive knowledge of commonly used technology, concepts, practices and procedures of windows based computer software and hardware. Understanding of relational databases. Understanding of networking, TCP/IP protocol, and routing configuration.			
			<u>Minimum Education</u>: Bachelor of Arts/Bachelor of Science or Associate of Arts/Associate of Science degree in Business, Computer Science, Communication or other job-related discipline required or equivalent. Four plus (4+) years of experience in the public safety industry, in a PC help desk environment or technical.			

Contract Clause Document

for

Solicitation Number : **FCIS-JB-980001-B**

Refresh Number : **45**

Contract Number : **GS-35F-0006U**

Created on November 29, 2017

TABLE OF CONTENTS

Contract Clauses

52.202-1 DEFINITIONS (NOV 2013)

When a solicitation provision or contract clause uses a word or term that is defined in the Federal Acquisition Regulation (FAR), the word or term has the same meaning as the definition in FAR 2.101 in effect at the time the solicitation was issued, unless—

(a) The solicitation, or amended solicitation, provides a different definition;

(b) The contracting parties agree to a different definition;

(c) The part, subpart, or section of the FAR where the provision or clause is prescribed provides a different meaning; or

(d) The word or term is defined in FAR Part 31, for use in the cost principles and procedures

52.203-13 Contractor Code of Business Ethics and Conduct (OCT 2015)

(a) Definitions. As used in this clause –

Agent means any individual, including a director, an officer, an employee, or an independent Contractor, authorized to act on behalf of the organization.

Full cooperation –

(1) Means disclosure to the Government of the information sufficient for law enforcement to identify the nature and extent of the offense and the individuals responsible for the conduct. It includes providing timely and complete response to Government auditors' and investigators' request for documents and access to employees with information;

(2) Does not foreclose any Contractor rights arising in law, the FAR, or the terms of the contract. It does not require –

(i) A Contractor to waive its attorney-client privilege or the protections afforded by the attorney work product doctrine; or

(ii) Any officer, director, owner, or employee of the Contractor, including a sole proprietor, to waive his or her attorney client privilege or Fifth Amendment rights; and

(3) Does not restrict a Contractor from –

(i) Conducting an internal investigation; or

(ii) Defending a proceeding or dispute arising under the contract or related to a potential or disclosed violation.

Principal means an officer, director, owner, partner, or a person having primary management or supervisory responsibilities within a business entity (e.g., general manager; plant manager; head of a division or business segment; and similar positions).

Subcontract means any contract entered into by a subcontractor to furnish supplies or services for performance of a prime contract or a subcontract.

Subcontractor means any supplier, distributor, vendor, or firm that furnished supplies or services to or for a prime contractor or another subcontractor.

United States means the 50 States, the District of Columbia, and outlying areas.

(b) Code of business ethics and conduct.

(1) Within 30 days after contract award, unless the Contracting Officer establishes a longer time period, the Contractor shall –

    (i) Have a written code of business ethics and conduct;

    (ii) Make a copy of the code available to each employee engaged in performance of the contract.

(2) The Contractor shall –

    (i) Exercise due diligence to prevent and detect criminal conduct; and

    (ii) Otherwise promote an organizational culture that encourages ethical conduct and a commitment to compliance with the law.

(3)   (i) The Contractor shall timely disclose, in writing, to the agency Office of the Inspector General (OIG), with a copy to the Contracting Officer, whenever, in connection with the award, performance, or closeout of this contract or any subcontract thereunder, the Contractor has credible evidence that a principal, employee, agent, or subcontractor of the Contractor has committed –

        (A) A violation of Federal criminal law involving fraud, conflict of interest, bribery, or gratuity violations found in Title 18 of the United States Code; or

        (B) A violation of the civil False Claims Act (31 U.S.C. 3729-3733).

    (ii) The Government, to the extent permitted by law and regulation, will safeguard and treat information obtained pursuant to the Contractor's disclosure as confidential where the information has been marked "confidential" or "proprietary" by the company. To the extent permitted by law and regulation, such information will not be released by the Government to the public pursuant to a Freedom of Information Act request, 5 U.S.C. Section 552, without prior notification to the Contractor. The Government may transfer documents provided by the Contractor to any department or agency within the Executive Branch if the information relates to matters within the organization's jurisdiction.

    (iii) If the violation relates to an order against a Governmentwide acquisition contract, a multi-agency contract, a multiple-award schedule contract such as the Federal Supply Schedule, or any other procurement instrument intended for use by multiple agencies, the Contractor shall notify the OIG of the ordering agency and the IG of the agency responsible for the basic contract.

(c) Business ethics awareness and compliance program and internal control system. This paragraph (c) does not apply if the Contractor has represented itself as a small business concern pursuant to the award of this contract or if this contract is for the acquisition of a commercial item as defined at FAR 2.101. The Contractor shall establish the following within 90 days after contract award, unless the Contracting Officer establishes a longer time period:

(1) An ongoing business ethics awareness and compliance program.

    (i) This program shall include reasonable steps to communicate periodically and in a practical manner the Contractor's standards and procedures and other aspects of the Contractor's business ethics awareness and compliance program and internal control system, by conducting effective training programs and otherwise disseminating information appropriate to an individual's respective roles and responsibilities.

    (ii) The training conducted under this program shall be provided to the Contractor's

principals and employees, and as appropriate, the Contractor's agents and subcontractors.

(2) An internal control system.

   (i) The Contractor's internal control system shall –

      (A) Establish standards and procedures to facilitate timely discovery of improper conduct in connection with Government contracts; and

      (B) Ensure corrective measures are promptly instituted and carried out.

   (ii) At a minimum, the Contractor's internal control system shall provide for the following:

      (A) Assignment of responsibility at a sufficiently high level and adequate resources to ensure effectiveness of the business ethics awareness and compliance program and internal control system.

      (B) Reasonable efforts not to include an individual as a principal, whom due diligence would have exposed as having engaged in conduct that is in conflict with the Contractor's code of business ethics and conduct.

      (C) Periodic reviews of company business practices, procedures, policies, and internal controls for compliance with the Contractor's code of business ethics and conduct and the special requirements of Government contracting, including –

         (1) Monitoring and auditing to detect criminal conduct;

         (2) Periodic evaluation of the effectiveness of the business ethics awareness and compliance program and internal control system, especially if criminal conduct has been detected; and

         (3) Periodic assessment of the risk of criminal conduct, with appropriate steps to design, implement, or modify the business ethics awareness and compliance program and the internal control system as necessary to reduce the risk of criminal conduct identified through this process.

      (D) An internal reporting mechanism, such as a hotline, which allows for anonymity or confidentiality, by which employees may report suspected instances of improper conduct, and instructions that encourage employees to make such reports.

      (E) Disciplinary action for improper conduct or for failing to take reasonable steps to prevent or detect improper conduct.

      (F) Timely disclosure, in writing, to the agency OIG, with a copy to the Contracting Officer, whenever, in connection with the award, performance, or closeout of any Government contract performed by the Contractor or a subcontractor thereunder, the Contractor has credible evidence that a principal, employee, agent, or subcontractor of the Contractor has committed a violation of Federal criminal law involving fraud, conflict of interest, bribery, or gratuity violations found in Title 18 U.S.C. or a violation of the civil False Claims Act (31 U.S.C. 3729-3733).

         (1) If a violation relates to more than one Government contract, the Contractor may make the disclosure to the agency OIG and Contracting Officer responsible for the largest dollar value contract impacted by the violation.

(2) If the violation relates to an order against a Governmentwide acquisition contract, a multi-agency contract, a multiple-award schedule contract such as the Federal Supply Schedule, or any other procurement instrument intended for use by multiple agencies, the contractor shall notify the OIG of the ordering agency and the IG of the agency responsible for the basic contract, and the respective agencies' contracting officers.

(3) The disclosure requirement for an individual contract continues until at least 3 years after final payment on the contract.

(4) The Government will safeguard such disclosures in accordance with paragraph (b)(3)(ii) of this clause.

(G) Full cooperation with any Government agencies responsible for audits, investigations, or corrective actions.

(d) *Subcontracts.*

(1) The Contractor shall include the substance of this clause, including this paragraph (d), in subcontracts that have a value in excess of $5.5 million and a performance period of more than 120 days.

(2) In altering this clause to identify the appropriate parties, all disclosures of violation of the civil False Claims Act or of Federal criminal law shall be directed to the agency Office of the Inspector General, with a copy to the Contracting Officer.

52.203-17 CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS (APR 2014)

(a) This contract and employees working on this contract will be subject to the whistleblower rights and remedies in the pilot program on Contractor employee whistleblower protections established at 41 U.S.C. 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112–239) and FAR 3.908.

(b) The Contractor shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. 4712, as described in section 3.908 of the Federal Acquisition Regulation.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts over the simplified acquisition threshold.

52.203-3 GRATUITIES (APR 1984)

(a) The right of the Contractor to proceed may be terminated by written notice if, after notice and hearing, the agency head or a designee determines that the Contractor, its agent, or another representative—

(1) Offered or gave a gratuity (e.g., an entertainment or gift) to an officer, official, or employee of the Government; and

(2) Intended, by the gratuity, to obtain a contract or favorable treatment under a contract.

(b) The facts supporting this determination may be reviewed by any court having lawful jurisdiction.

(c) If this contract is terminated under paragraph (a) above, the Government is entitled—

(1) To pursue the same remedies as in a breach of the contract; and

(2) In addition to any other damages provided by law, to exemplary damages of not less than 3 nor more than 10 times the cost incurred by the Contractor in giving gratuities to the person concerned, as determined by the agency head or a designee. (This subparagraph (c)(2) is applicable only if this contract uses money appropriated to the Department of Defense.)

(d) The rights and remedies of the Government provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under this contract.

52.203-6 RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT (SEP 2006) (ALTERNATE I—OCT 1995)

(a) Except as provided in (b) below, the Contractor shall not enter into any agreement with an actual or prospective subcontractor, nor otherwise act in any manner, which has or may have the effect of restricting sales by such subcontractors directly to the Government of any item or process (including computer software) made or furnished by the subcontractor under this contract or under any follow-on production contract.

(b) The prohibition in paragraph (a) of this clause does not preclude the Contractor from asserting rights that are otherwise authorized by law or regulation. For acquisitions of commercial items, the prohibition in paragraph (a) applies only to the extent that any agreement restricting sales by subcontractors results in the Federal Government being treated differently from any other prospective purchaser for the sale of the commercial item(s).

(c) The Contractor agrees to incorporate the substance of this clause, including this paragraph (c), in all subcontracts under this contract which exceed the simplified acquisition threshold.

52.204-10 REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS (OCT 2016)

(a) *Definitions*. As used in this clause:

"Executive" means officers, managing partners, or any other employees in management positions.

"First-tier subcontract" means a subcontract awarded directly by the Contractor for the purpose of acquiring supplies or services (including construction) for performance of a prime contract. It does not include the Contractor's supplier agreements with vendors, such as long-term arrangements for materials or supplies that benefit multiple contracts and/or the costs of which are normally applied to a Contractor's general and administrative expenses or indirect costs.

"Month of award" means the month in which a contract is signed by the Contracting Officer or the month in which a first-tier subcontract is signed by the Contractor.

"Total compensation" means the cash and noncash dollar value earned by the executive during the Contractor's preceding fiscal year and includes the following (for more information see 17 CFR 229.402(c)(2)):

(1) *Salary and bonus.*

(2) *Awards of stock, stock options, and stock appreciation rights.* Use the dollar amount recognized for financial statement reporting purposes with respect to the fiscal year in accordance with the Financial Accounting Standards Board's Accounting Standards Codification (FASB ASC) 718, Compensation-Stock Compensation.

(3) *Earnings for services under non-equity incentive plans.* This does not include group life, health, hospitalization or medical reimbursement plans that do not discriminate in favor of executives, and are available generally to all salaried employees.

(4) *Change in pension value.* This is the change in present value of defined benefit and actuarial pension plans.

(5) *Above-market earnings on deferred compensation which is not tax-qualified.*

(6) Other compensation, if the aggregate value of all such other compensation (e.g., severance, termination payments, value of life insurance paid on behalf of the employee, perquisites or property) for the executive exceeds $10,000.

(b) Section 2(d)(2) of the Federal Funding Accountability and Transparency Act of 2006 (Pub. L. 109-282), as amended by section 6202 of the Government Funding Transparency Act of 2008 (Pub. L. 110-252), requires the Contractor to report information on subcontract awards. The law requires all reported information be made public, therefore, the Contractor is responsible for notifying its subcontractors that the required information will be made public.

(c) Nothing in this clause requires the disclosure of classified information.

(d)   (1) Executive compensation of the prime contractor. As a part of its annual registration requirement in the System for Award Management (SAM) database (FAR provision 52.204-7), the Contractor shall report the names and total compensation of each of the five most highly compensated executives for its preceding completed fiscal year, if –

> (i) In the Contractor's preceding fiscal year, the Contractor received –
>
> > (A) 80 percent or more of its annual gross revenues from Federal contracts (and subcontracts), loans, grants (and subgrants), cooperative agreements, and other forms of Federal financial assistance; and
> >
> > (B) $25,000,000 or more in annual gross revenues from Federal contracts (and subcontracts), loans, grants (and subgrants), cooperative agreements, and other forms of Federal financial assistance; and
>
> (ii) The public does not have access to information about the compensation of the executives through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986. (To determine if the public has access to the compensation information, see the U.S. Security and Exchange Commission total compensation filings at http://www.sec.gov/answers/execomp.htm.).

(2) *First-tier subcontract information.* Unless otherwise directed by the contracting officer, or as provided in paragraph (g) of this clause, by the end of the month following the month of award of a first-tier subcontract with a value of $30,000 or more, the Contractor shall report the following information at http://www.fsrs.gov for that first-tier subcontract. (The Contractor shall follow the instructions at http://www.fsrs.gov to report the data.)

> (i) Unique entity identifier for the subcontractor receiving the award and for the subcontractor's parent company, if the subcontractor has a parent company.
>
> (ii) Name of the subcontractor.
>
> (iii) Amount of the subcontract award.
>
> (iv) Date of the subcontract award.
>
> (v) A description of the products or services (including construction) being provided under the subcontract, including the overall purpose and expected outcomes or results of

the subcontract.

(vi) Subcontract number (the subcontract number assigned by the Contractor).

(vii) Subcontractor's physical address including street address, city, state, and country. Also include the nine-digit zip code and congressional district.

(viii) Subcontractor's primary performance location including street address, city, state, and country. Also include the nine-digit zip code and congressional district.

(ix) The prime contract number, and order number if applicable.

(x) Awarding agency name and code.

(xi) Funding agency name and code.

(xii) Government contracting office code.

(xiii) Treasury account symbol (TAS) as reported in FPDS.

(xiv) The applicable North American Industry Classification System code (NAICS).

(3) *Executive compensation of the first-tier subcontractor.* Unless otherwise directed by the Contracting Officer, by the end of the month following the month of award of a first-tier subcontract with a value of $30,000 or more, and annually thereafter (calculated from the prime contract award date), the Contractor shall report the names and total compensation of each of the five most highly compensated executives for that first-tier subcontractor for the first-tier subcontractor's preceding completed fiscal year at http://www.fsrs.gov, if –

(i) In the subcontractor's preceding fiscal year, the subcontractor received –

(A) 80 percent or more of its annual gross revenues from Federal contracts (and subcontracts), loans, grants (and subgrants), cooperative agreements, and other forms of Federal financial assistance; and

(B) $25,000,000 or more in annual gross revenues from Federal contracts (and subcontracts), loans, grants (and subgrants), cooperative agreements, and other forms of Federal financial assistance; and

(ii) The public does not have access to information about the compensation of the executives through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 (15 U.S.C. 78m(a), 78o(d)) or section 6104 of the Internal Revenue Code of 1986. (To determine if the public has access to the compensation information, see the U.S. Security and Exchange Commission total compensation filings at http://www.sec.gov/answers/execomp.htm.)

(e) The Contractor shall not split or break down first-tier subcontract awards to a value less than $30,000 to avoid the reporting requirements in paragraph (d) of this clause.

(f) The Contractor is required to report information on a first-tier subcontract covered by paragraph (d) when the subcontract is awarded. Continued reporting on the same subcontract is not required unless one of the reported data elements changes during the performance of the subcontract. The Contractor is not required to make further reports after the first-tier subcontract expires.

(g)   (1) If the Contractor in the previous tax year had gross income, from all sources, under $300,000, the Contractor is exempt from the requirement to report subcontractor awards.

(2) If a subcontractor in the previous tax year had gross income from all sources under $300,000, the Contractor does not need to report awards for that subcontractor.

(h) The FSRS database at http://www.fsrs.gov will be prepopulated with some information from SAM and FPDS databases. If FPDS information is incorrect, the contractor should notify the contracting

officer. If the SAM database information is incorrect, the contractor is responsible for correcting this information.

52.204-13 SYSTEM FOR AWARD MANAGEMENT MAINTENANCE (OCT 2016)

(a) *Definitions*. As used in this clause —

"Electronic Funds Transfer (EFT) indicator" means a four-character suffix to the unique entity identifier. The suffix is assigned at the discretion of the commercial, nonprofit, or Government entity to establish additional System for Award Management (SAM) records for identifying alternative EFT accounts (see subpart 32.11) for the same entity.

"Registered in the System for Award Management (SAM) database" means that —

(1) The Contractor has entered all mandatory information, including the unique entity identifier and the EFT indicator (if applicable), the Commercial and Government Entity (CAGE) code, as well as data required by the Federal Funding Accountability and Transparency Act of 2006 (see subpart 4.14), into the SAM database;

(2) The Contractor has completed the Core, Assertions, Representations and Certifications, and Points of Contact sections of the registration in the SAM database;

(3) The Government has validated all mandatory data fields, to include validation of the Taxpayer Identification Number (TIN) with the Internal Revenue Service (IRS). The Contractor will be required to provide consent for TIN validation to the Government as a part of the SAM registration process; and

(4) The Government has marked the record "Active".

"System for Award Management (SAM)" means the primary Government repository for prospective Federal awardee and Federal awardee information and the centralized Government system for certain contracting, grants, and other assistance-related processes. It includes—

(1) Data collected from prospective Federal awardees required for the conduct of business with the Government;

(2) Prospective contractor-submitted annual representations and certifications in accordance with FAR subpart 4.12; and

(3) Identification of those parties excluded from receiving Federal contracts, certain subcontracts, and certain types of Federal financial and non-financial assistance and benefits.

"Unique entity identifier" means a number or other identifier used to identify a specific commercial, nonprofit, or Government entity. See www.sam.gov for the designated entity for establishing unique entity identifiers.

(b) The Contractor is responsible for the accuracy and completeness of the data within the SAM database, and for any liability resulting from the Government's reliance on inaccurate or incomplete data. To remain registered in the SAM database after the initial registration, the Contractor is required to review and update on an annual basis, from the date of initial registration or subsequent updates, its information in the SAM database to ensure it is current, accurate and complete. Updating information in the SAM does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

(c)   (1)   (i) If a Contractor has legally changed its business name, *doing business* as name, or

division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to —

(A) Change the name in the SAM database;

(B) Comply with the requirements of subpart 42.12 of the FAR; and

(C) Agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor shall provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (c)(1)(i) of this clause, or fails to perform the agreement at paragraph (c)(1)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the SAM information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the "Suspension of Payment" paragraph of the electronic funds transfer (EFT) clause of this contract.

(2) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the SAM record to reflect an assignee for the purpose of assignment of claims (see FAR subpart 32.8, Assignment of Claims). Assignees shall be separately registered in the SAM. Information provided to the Contractor's SAM record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the ''Suspension of Payment'' paragraph of the EFT clause of this contract.

(3) The Contractor shall ensure that the unique entity identifier is maintained with the entity designated at www.sam.gov. for establishment of the unique entity identifier throughout the life of the contract. The Contractor shall communicate any change to the unique entity identifier to the Contracting Officer within 30 days after the change, so an appropriate modification can be issued to update the data on the contract. A change in the unique entity identifier does not necessarily require a novation be accomplished.

(d) Contractors may obtain additional information on registration and annual confirmation requirements at https://ww.acquisition.gov.

52.204-14 SERVICE CONTRACT REPORTING REQUIREMENTS (OCT 2016)

(a) Definition.

First-tier subcontract means a subcontract awarded directly by the Contractor for the purpose of acquiring supplies or services (including construction) for performance of a prime contract. It does not include the Contractor's supplier agreements with vendors, such as long-term arrangements for materials or supplies that benefit multiple contracts and/or the costs of which are normally applied to a Contractor's general and administrative expenses or indirect costs.

(b) The Contractor shall report, in accordance with paragraphs (c) and (d) of this clause, annually by October 31, for services performed under this contract during the preceding Government fiscal year (October 1–September 30).

(c) The Contractor shall report the following information:

(1) Contract number and, as applicable, order number.

(2) The total dollar amount invoiced for services performed during the previous Government fiscal year under the contract.

(3) The number of Contractor direct labor hours expended on the services performed during the previous Government fiscal year.

(4) Data reported by subcontractors under paragraph (f) of this clause.

(d) The information required in paragraph (c) of this clause shall be submitted via the internet at www.sam.gov. (See SAM User Guide). If the Contractor fails to submit the report in a timely manner, the contracting officer will exercise appropriate contractual remedies. In addition, the Contracting Officer will make the Contractor's failure to comply with the reporting requirements a part of the Contractor's performance information under FAR subpart 42.15.

(e) Agencies will review Contractor reported information for reasonableness and consistency with available contract information. In the event the agency believes that revisions to the Contractor reported information are warranted, the agency will notify the Contractor no later than November 15. By November 30, the Contractor shall revise the report, or document its rationale for the agency.

(f)   (1) The Contractor shall require each first-tier subcontractor providing services under this contract, with subcontract(s) each valued at or above the thresholds set forth in 4.1703(a)(2), to provide the following detailed information to the Contractor in sufficient time to submit the report:

(i) Subcontract number (including subcontractor name and unique entity identifier); and

(ii) The number of first-tier subcontractor direct-labor hours expended on the services performed during the previous Government fiscal year.

(2) The Contractor shall advise the subcontractor that the information will be made available to the public as required by section 743 of Division C of the Consolidated Appropriations Act, 2010.

52.204-15 SERVICE CONTRACT REPORTING REQUIREMENTS FOR INDEFINITE-DELIVERY CONTRACTS (OCT 2016)

(a) Definition.

First-tier subcontract means a subcontract awarded directly by the Contractor for the purpose of acquiring supplies or services (including construction) for performance of a prime contract. It does not include the Contractor's supplier agreements with vendors, such as long-term arrangements for materials or supplies that benefit multiple contracts and/or the costs of which are normally applied to a Contractor's general and administrative expenses or indirect costs.

(b) The Contractor shall report, in accordance with paragraphs (c) and (d) of this clause, annually by October 31, for services performed during the preceding Government fiscal year (October 1– September 30) under this contract for orders that exceed the thresholds established in 4.1703(a)(2).

(c) The Contractor shall report the following information:

(1) Contract number and order number.

(2) The total dollar amount invoiced for services performed during the previous Government fiscal year under the order.

(3) The number of Contractor direct labor hours expended on the services performed during the

previous Government fiscal year.

(4) Data reported by subcontractors under paragraph (f) of this clause.

(d) The information required in paragraph (c) of this clause shall be submitted via the internet at www.sam.gov. (See SAM User Guide). If the Contractor fails to submit the report in a timely manner, the Contracting Officer will exercise appropriate contractual remedies. In addition, the Contracting Officer will make the Contractor's failure to comply with the reporting requirements a part of the Contractor's performance information under FAR subpart 42.15.

(e) Agencies will review Contractor reported information for reasonableness and consistency with available contract information. In the event the agency believes that revisions to the Contractor reported information are warranted, the agency will notify the Contractor no later than November 15. By November 30, the Contractor shall revise the report, or document its rationale for the agency.

(f)   (1) The Contractor shall require each first-tier subcontractor providing services under this contract, with subcontract(s) each valued at or above the thresholds set forth in 4.1703(a)(2), to provide the following detailed information to the Contractor in sufficient time to submit the report:

>> (i) Subcontract number (including subcontractor name and unique entity identifier), and

>> (ii) The number of first-tier subcontractor direct-labor hours expended on the services performed during the previous Government fiscal year.

(2) The Contractor shall advise the subcontractor that the information will be made available to the public as required by section 743 of Division C of the Consolidated Appropriations Act, 2010.

52.204-18 COMMERCIAL AND GOVERNMENT ENTITY CODE MAINTENANCE (JUL 2016) 4.1804(c)

(a) *Definition*. As used in this clause —

Commercial and Government Entity (CAGE) code means —

>> (1) An identifier assigned to entities located in the United States or its outlying areas by the Defense Logistics Agency (DLA) Commercial and Government Entity (CAGE) Branch to identify a commercial or government entity; or

>> (2) An identifier assigned by a member of the North Atlantic Treaty Organization (NATO) or by the NATO Support and Procurement Agency (NSPA) to entities located outside the United States and its outlying areas that the DLA Commercial and Government Entity (CAGE) Branch records and maintains in the CAGE master file. This type of code is known as a NATO CAGE (NCAGE) code.

(b) Contractors shall ensure that the CAGE code is maintained throughout the life of the contract. For contractors registered in the System for Award Management (SAM), the DLA Commercial and Government Entity (CAGE) Branch shall only modify data received from SAM in the CAGE master file if the contractor initiates those changes via update of its SAM registration. Contractors undergoing a novation or change-of-name agreement shall notify the contracting officer in accordance with subpart 42.12. The contractor shall communicate any change to the CAGE code to the contracting officer within 30 days after the change, so that a modification can be issued to update the CAGE code on the contract.

(c) Contractors located in the United States or its outlying areas that are not registered in SAM shall submit written change requests to the DLA Commercial and Government Entity (CAGE) Branch. Requests for changes shall be provided at https://cage.dla.mil. Change requests to the CAGE master file

are accepted from the entity identified by the code.

(d) Contractors located outside the United States and its outlying areas that are not registered in SAM shall contact the appropriate National Codification Bureau (points of contact available at http://www.nato.int/structur/AC/135/main/links/contacts.htm) or NSPA at https://eportal.nspa.nato.int/AC135Public/scage/CageList.aspx to request CAGE changes.

(e) Additional guidance for maintaining CAGE codes is available at https://cage.dla.mil.

52.204-19 INCORPORATION BY REFERENCE OF REPRESENTATIONS AND CERTIFICATIONS (DEC 2014)

The Contractor's representations and certifications, including those completed electronically via the System for Award Management (SAM), are incorporated by reference into the contract.

52.204-21 BASIC SAFEGUARDING OF COVERED CONTRACTOR INFORMATION SYSTEMS (JUN 2016)

(a) *Definitions.* As used in this clause —

Covered contractor information system means an information system that is owned or operated by a contractor that processes, stores, or transmits Federal contract information.

Federal contract information means information, not intended for public release, that is provided by or generated for the Government under a contract to develop or deliver a product or service to the Government, but not including information provided by the Government to the public (such as on public Web sites) or simple transactional information, such as necessary to process payments.

Information means any communication or representation of knowledge such as facts, data, or opinions, in any medium or form, including textual, numerical, graphic, cartographic, narrative, or audiovisual (Committee on National Security Systems Instruction (CNSSI) 4009).

Information system means a discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information (44 U.S.C. 3502).

Safeguarding means measures or controls that are prescribed to protect information systems.

(b) *Safeguarding requirements and procedures.*

(1) The Contractor shall apply the following basic safeguarding requirements and procedures to protect covered contractor information systems. Requirements and procedures for basic safeguarding of covered contractor information systems shall include, at a minimum, the following security controls:

(i) Limit information system access to authorized users, processes acting on behalf of authorized users, or devices (including other information systems).

(ii) Limit information system access to the types of transactions and functions that authorized users are permitted to execute.

(iii) Verify and control/limit connections to and use of external information systems.

(iv) Control information posted or processed on publicly accessible information systems.

(v) Identify information system users, processes acting on behalf of users, or devices.

(vi) Authenticate (or verify) the identities of those users, processes, or devices, as a prerequisite to allowing access to organizational information systems.

(vii) Sanitize or destroy information system media containing Federal Contract Information before disposal or release for reuse.

(viii) Limit physical access to organizational information systems, equipment, and the respective operating environments to authorized individuals.

(ix) Escort visitors and monitor visitor activity; maintain audit logs of physical access; and control and manage physical access devices.

(x) Monitor, control, and protect organizational communications (*i.e*., information transmitted or received by organizational information systems) at the external boundaries and key internal boundaries of the information systems.

(xi) Implement subnetworks for publicly accessible system components that are physically or logically separated from internal networks.

(xii) Identify, report, and correct information and information system flaws in a timely manner.

(xiii) Provide protection from malicious code at appropriate locations within organizational information systems.

(xiv) Update malicious code protection mechanisms when new releases are available.

(xv) Perform periodic scans of the information system and real-time scans of files from external sources as files are downloaded, opened, or executed.

(2) *Other requirements.* This clause does not relieve the Contractor of any other specific safeguarding requirements specified by Federal agencies and departments relating to covered contractor information systems generally or other Federal safeguarding requirements for controlled unclassified information (CUI) as established by Executive Order 13556.

(c) *Subcontracts.* The Contractor shall include the substance of this clause, including this paragraph (c), in subcontracts under this contract (including subcontracts for the acquisition of commercial items, other than commercially available off-the-shelf items), in which the subcontractor may have Federal contract information residing in or transiting through its information system.

52.204-4 PRINTED OR COPIED DOUBLE-SIDED ON POSTCONSUMER FIBER CONTENT PAPER (MAY 2011)

(a) *Definitions*. As used in this clause—

Postconsumer fiber means—

(1) Paper, paperboard, and fibrous materials from retail stores, office buildings, homes, and so forth, after they have passed through their end-usage as a consumer item, including: used corrugated boxes; old newspapers; old magazines; mixed waste paper; tabulating cards; and used cordage; or

(2) All paper, paperboard, and fibrous materials that enter and are collected from municipal solid waste; but not

(3) Fiber derived from printers' over-runs, converters' scrap, and over-issue publications.

(b) The Contractor is required to submit paper documents, such as offers, letters, or reports that are printed or copied double-sided on paper containing at least 30 percent postconsumer fiber, whenever practicable, when not using electronic commerce methods to submit information or data to the Government.

52.204-7 SYSTEM FOR AWARD MANAGEMENT (OCT 2016)

(a) Definitions. As used in this provision —

"Electronic Funds Transfer (EFT) indicator" means a four-character suffix to the unique entity identifier. The suffix is assigned at the discretion of the commercial, nonprofit, or Government entity to establish additional System for Award Management records for identifying alternative EFT accounts (see subpart 32.11) for the same entity.

"*Registered in the System for Award Management (SAM) database"* means that —

  (1) The Offeror has entered all mandatory information, including the unique entity identifier and the EFT indicator, if applicable, the Commercial and Government Entity (CAGE) code, as well as data required by the Federal Funding Accountability and Transparency Act of 2006 (see subpart 4.14) into the SAM database;

  (2) The offeror has completed the Core, Assertions, and Representations and Certifications, and Points of Contact sections of the registration in the SAM database;

  (3) The Government has validated all mandatory data fields, to include validation of the Taxpayer Identification Number (TIN) with the Internal Revenue Service (IRS). The offeror will be required to provide consent for TIN validation to the Government as a part of the SAM registration process; and

  (4) The Government has marked the record "Active".

"Unique entity identifier" means a number or other identifier used to identify a specific commercial, nonprofit, or Government entity. See www.sam.gov for the designated entity for establishing unique entity identifiers.

(b)   (1) By submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the SAM database prior to award, during performance, and through final payment of any contract, basic agreement, basic ordering agreement, or blanket purchasing agreement resulting from this solicitation.

  (2) The Offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation "Unique Entity Identifier" followed by the unique entity identifier that identifies the Offeror's name and address exactly as stated in the offer. The Offeror also shall enter its EFT indicator, if applicable. The unique entity identifier will be used by the Contracting Officer to verify that the Offeror is registered in the SAM database.

(c) If the Offeror does not have a unique entity identifier, it should contact the entity designated at www.sam.gov for establishment of the unique entity identifier directly to obtain one. The Offeror should be prepared to provide the following information:

  (1) Company legal business name.

  (2) Tradestyle, doing business, or other name by which your entity is commonly recognized.

  (3) Company Physical Street Address, City, State, and Zip Code.

  (4) Company Mailing Address, City, State and Zip Code (if separate from physical).

(5) Company telephone number.

(6) Date the company was started.

(7) Number of employees at your location.

(8) Chief executive officer/key manager.

(9) Line of business (industry).

(10) Company Headquarters name and address (reporting relationship within your entity).

(d) If the Offeror does not become registered in the SAM database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise successful registered Offeror.

(e) Processing time, which normally takes 48 hours, should be taken into consideration when registering. Offerors who are not registered should consider applying for registration immediately upon receipt of this solicitation.

(f) Offerors may obtain information on registration at https://www.acquisition.gov .

52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government:

(1) When no longer needed for contract performance.

(2) Upon completion of the Contractor employee's employment.

(3) Upon contract completion or termination.

(c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

(d) The Contractor shall insert the substance of this clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

52.207-5 OPTION TO PURCHASE EQUIPMENT (FEB 1995)

(a) The Government may purchase the equipment provided on a lease or rental basis under this contract. The Contracting Officer may exercise this option only by providing a unilateral modification to the

Contractor. The effective date of the purchase will be specified in the unilateral modification and may be any time during the period of the contract, including any extensions thereto.

(b) Except for final payment and transfer of title to the Government, the lease or rental portion of the contract becomes complete and lease or rental charges shall be discontinued on the day immediately preceding the effective date of purchase specified in the unilateral modification required in paragraph (a) of this clause.

(c) The purchase conversion cost of the equipment shall be computed as of the effective date specified in the unilateral modification required in paragraph (a) of this clause, on the basis of the purchase price set forth in the contract, minus the total purchase option credits accumulated during the period of lease or rental, calculated by the formula contained elsewhere in this contract.

(d) The accumulated purchase option credits available to determine the purchase conversion cost will also include any credits accrued during a period of lease or rental of the equipment under any previous Government contract if the equipment has been on continuous lease or rental. The movement of equipment from one site to another site shall be "continuous rental."

52.209-10 PROHIBITION ON CONTRACTING WITH INVERTED DOMESTIC CORPORATIONS (NOV 2014)

(a) *Definitions*. As used in this clause –

Inverted domestic corporation means a foreign incorporated entity that meets the definition of an inverted domestic corporation under 6 U.S.C. 395(b), applied in accordance with the rules and definitions of 6 U.S.C. 395(c).

Subsidiary means an entity in which more than 50 percent of the entity is owned –

    (1) Directly by a parent corporation; or

    (2) Through another subsidiary of a parent corporation.

(b) If the contractor reorganizes as an inverted domestic corporation or becomes a subsidiary of an inverted domestic corporation at any time during the period of performance of this contract, the Government may be prohibited from paying for Contractor activities performed after the date when it becomes an inverted domestic corporation or subsidiary. The Government may seek any available remedies in the event the Contractor fails to perform in accordance with the terms and conditions of the contract as a result of Government action under this clause.

(c) Exceptions to this prohibition are located at 9.108-2.

(d) In the event the Contractor becomes either an inverted domestic corporation, or a subsidiary of an inverted domestic corporation during contract performance, the Contractor shall give written notice to the Contracting Officer within five business days from the date of the inversion event.

52.209-6 PROTECTING THE GOVERNMENT'S INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT (OCT 2015)

(a) *Definition*. "Commercially available off-the-shelf (COTS)" item, as used in this clause –

    (1) Means any item of supply (including construction material) that is –

        (i) A commercial item (as defined in paragraph (1) of the definition in FAR 2.101);

(ii) Sold in substantial quantities in the commercial marketplace; and

(iii) Offered to the Government, under a contract or subcontract at any tier, without modification, in the same form in which it is sold in the commercial marketplace; and

(2) Does not include bulk cargo, as defined in 46 U.S.C. 40102(4), such as agricultural products and petroleum products.

(b) The Government suspends or debars Contractors to protect the Government's interests. Other than a subcontract for a commercially available off-the-shelf item, the Contractor shall not enter into any subcontract, in excess of $35,000 with a Contractor that is debarred, suspended, or proposed for debarment by any executive agency unless there is a compelling reason to do so.

(c) The Contractor shall require each proposed subcontractor whose subcontract will exceed $35,000, other than a subcontractor providing a commercially available off-the-shelf item, to disclose to the Contractor, in writing, whether as of the time of award of the subcontract, the subcontractor, or its principals, is or is not debarred, suspended, or proposed for debarment by the Federal Government.

(d) A corporate officer or a designee of the Contractor shall notify the Contracting Officer, in writing, before entering into a subcontract with a party (other than a subcontractor providing a commercially available off-the-shelf item) that is debarred, suspended, or proposed for debarment (see FAR 9.404 for information on the System for Award Management (SAM) Exclusions). The notice must include the following:

(1) The name of the subcontractor.

(2) The Contractor's knowledge of the reasons for the subcontractor being listed with an exclusion in SAM.

(3) The compelling reason(s) for doing business with the subcontractor notwithstanding its being listed with an exclusion in SAM.

(4) The systems and procedures the Contractor has established to ensure that it is fully protecting the Government's interests when dealing with such subcontractor in view of the specific basis for the party's debarment, suspension, or proposed debarment.

(e) *Subcontracts.* Unless this is a contract for the acquisition of commercial items, the Contractor shall include the requirements of this clause, including this paragraph (e) (appropriately modified for the identification of the parties), in each subcontract that –

(1) Exceeds $35,000 in value; and

(2) Is not a subcontract for commercially available off-the-shelf items.

52.209-9 UPDATES OF PUBLICLY AVAILABLE INFORMATION REGARDING RESPONSIBILITY MATTERS (JUL 2013)

(a) The Contractor shall update the information in the Federal Awardee Performance and Integrity Information System (FAPIIS) on a semi-annual basis, throughout the life of the contract, by posting the required information in the System for Award Management database via https://www.acquisition.gov.

(b) As required by section 3010 of the Supplemental Appropriations Act, 2010 (Pub. L. 111–212), all information posted in FAPIIS on or after April 15, 2011, except past performance reviews, will be publicly available. FAPIIS consists of two segments —

(1) The non-public segment, into which Government officials and the Contractor post information, which can only be viewed by —

(i) Government personnel and authorized users performing business on behalf of the Government; or

(ii) The Contractor, when viewing data on itself; and

(2) The publicly-available segment, to which all data in the non-public segment of FAPIIS is automatically transferred after a waiting period of 14 calendar days, except for —

(i) Past performance reviews required by subpart 42.15;

(ii) Information that was entered prior to April 15, 2011; or

(iii) Information that is withdrawn during the 14-calendar-day waiting period by the Government official who posted it in accordance with paragraph (c)(1) of this clause.

(c) The Contractor will receive notification when the Government posts new information to the Contractor's record.

(1) If the Contractor asserts in writing within 7 calendar days, to the Government official who posted the information, that some of the information posted to the nonpublic segment of FAPIIS is covered by a disclosure exemption under the Freedom of Information Act, the Government official who posted the information must within 7 calendar days remove the posting from FAPIIS and resolve the issue in accordance with agency Freedom of Information procedures, prior to reposting the releasable information. The contractor must cite 52.209–9 and request removal within 7 calendar days of the posting to FAPIIS.

(2) The Contractor will also have an opportunity to post comments regarding information that has been posted by the Government. The comments will be retained as long as the associated information is retained, i.e., for a total period of 6 years. Contractor comments will remain a part of the record unless the Contractor revises them.

(3) As required by section 3010 of Pub. L. 111–212, all information posted in FAPIIS on or after April 15, 2011, except past performance reviews, will be publicly available.

(d) Public requests for system information posted prior to April 15, 2011, will be handled under Freedom of Information Act procedures, including, where appropriate, procedures promulgated under E.O. 12600.

52.211-16 VARIATION IN QUANTITY (APR 1984)

(a) A variation in the quantity of any item called for by this contract will not be accepted unless the variation has been caused by conditions of loading, shipping, or packing, or allowances in manufacturing processes, and then only to the extent, if any, specified in paragraph (b) below.

(b) The permissible variation shall be limited to:

TBD percent increase

TBD percent decrease

This increase or decrease shall apply to TBD.

52.212-4 CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (JAN 2017) (DEVIATION FEB 2007)

(a) *Inspection/Acceptance*. The Contractor shall only tender for acceptance those items that conform to

the requirements of this contract. The ordering activity reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. If repair/replacement or reperformance will not correct the defects or is not possible, the ordering activity may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

(b) *Assignment*. The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (e.g., use of the credit card), the Contractor may not assign its rights to receive payment under this contract.

(c) *Changes*. Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

(d) *Disputes*. This contract is subject 41 U.S.C. chapter 71, Contract Disputes. Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

(e) *Definitions*. The clause at FAR 52.202-1, Definitions, is incorporated herein by reference.

(f) *Excusable delays*. The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as, acts of God or the public enemy, acts of the ordering activity in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

(g) *Invoice*.

>   (1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include —

>>   (i) Nam e and address of the Contractor;

>>   (ii) Invoice date and number;

>>   (iii) Contract number, line item number and, if applicable, the order number;

>>   (iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;

>>   (v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on an ordering activity bill of lading;

>>   (vi) Terms of any discount for prompt payment offered;

>>   (vii) Name and address of official to whom payment is to be sent;

(viii) Name, title, and phone number of person to notify in event of defective invoice; and

(ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

(x) Electronic funds transfer (EFT) banking information.

(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.

(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer — System for Award Management, or 52.232-34, Payment by Electronic Funds Transfer—Other Than System for Award Management), or applicable agency procedures.

(C) EFT banking information is not required if the ordering activity waived the requirement to pay by EFT.

(2) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR part 1315.

(h) *Patent indemnity*. The Contractor shall indemnify the ordering activity and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

(i) *Payment*.

(1) *Items accepted*. Payment shall be made for items accepted by the ordering activity that have been delivered to the delivery destinations set forth in this contract.

(2) *Prompt payment.* The ordering activity will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR part 1315.

(3) *Electronic Funds Transfer (EFT).* If the ordering activity makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.

(4) *Discount.* In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(5) *Overpayments.* If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the ordering activity has otherwise overpaid on a contract financing or invoice payment, the Contractor shall immediately notify the Contracting Officer and request instructions for disposition of the overpayment.

(j) *Risk of loss*. Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the ordering activity upon:

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the ordering activity at the destination specified in the contract, if transportation is f.o.b. destination.

(k) *Taxes*. The contract price includes all applicable Federal, State, and local taxes and duties.

(l) *Termination for the Ordering Activity's convenience*. The ordering activity reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of the ordering activity using its standard record keeping system, have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the ordering activity any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

(m) *Termination for cause*. The ordering activity may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the ordering activity, upon request, with adequate assurances of future performance. In the event of termination for cause, the ordering activity shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the ordering activity for any and all rights and remedies provided by law. If it is determined that the ordering activity improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) *Title*. Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the ordering activity upon acceptance, regardless of when or where the ordering activity takes physical possession.

(o) *Warranty*. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(p) *Limitation of liability*. Except as otherwise provided by an express warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

(q) *Other compliances*. The Contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this contract.

(r) *Compliance with laws unique to Government contracts*. The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 18 U.S.C. 431 relating to officials not to benefit; 40 U.S.C. chapter 37, Contract Work Hours and Safety Standards; 41 U.S.C. chapter 87, Kickbacks; 41 U.S.C. 4712 and 10 U.S.C. 2409 relating to whistleblower protections; 49 U.S.C. 40118, Fly American; and 41 U.S.C. chapter 21 relating to procurement integrity.

(s) *Order of precedence*. Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order: (1) the schedule of supplies/services; (2) the Assignments, Disputes, Payments, Invoice, Other Compliances, Compliance with Laws Unique to Government Contracts, and Unauthorized Obligations paragraphs of this clause; (3) the clause at 52.212-5; (4) addenda to this solicitation or contract, including any license agreements for computer software; (5) solicitation provisions if this is a solicitation; (6) other paragraphs of this clause; (7) the Standard Form 1449; (8) other documents, exhibits, and attachments; and (9) the specification.

(t) *System for Award Management (SAM).*

(1) Unless exempted by an addendum to this contract, the Contractor is responsible during

performance and through final payment of any contract for the accuracy and completeness of the data within the SAM database, and for any liability resulting from the ordering activity's reliance on inaccurate or incomplete data. To remain registered in the SAM database after the initial registration, the Contractor is required to review and update on an annual basis from the date of initial registration or subsequent updates its information in the SAM database to ensure it is current, accurate and complete. Updating information in the SAM does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

(2) (i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in FAR Subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to (A) change the name in the SAM database; (B) comply with the requirements of Subpart 42.12; and (C) agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (t)(2)(i) of this clause, or fails to perform the agreement at paragraph (t)(2)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the SAM information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the "Suspension of Payment" paragraph of the electronic funds transfer (EFT) clause of this contract.

(3) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the SAM record to reflect an assignee for the purpose of assignment of claims (see Subpart 32.8, Assignment of Claims). Assignees shall be separately registered in the SAM database. Information provided to the Contractor's SAM record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the "Suspension of payment" paragraph of the EFT clause of this contract.

(4) Offerors and Contractors may obtain information on registration and annual confirmation requirements via SAM accessed through *https://www.acquisition.gov*.

(u) *Unauthorized Obligations*

(1) Except as stated in paragraph (u)(2) of this clause, when any supply or service acquired under this contract is subject to any End User License Agreement (EULA), Terms of Service (TOS), or similar legal instrument or agreement, that includes any clause requiring the Government to indemnify the Contractor or any person or entity for damages, costs, fees, or any other loss or liability that would create an Anti-Deficiency Act violation (31 U.S.C. 1341), the following shall govern:

(i) Any such clause is unenforceable against the Government.

(ii) Neither the Government nor any Government authorized end user shall be deemed to have agreed to such clause by virtue of it appearing in the EULA, TOS, or similar legal instrument or agreement. If the EULA, TOS, or similar legal instrument or agreement is invoked through an "I agree" click box or other comparable mechanism (e.g., "click-wrap" or "browse-wrap" agreements), execution does not bind the Government or any Government authorized end user to such clause.

(iii) Any such clause is deemed to be stricken from the EULA, TOS, or similar legal instrument or agreement.

(2) Paragraph (u)(1) of this clause does not apply to indemnification by the Government that is expressly authorized by statute and specifically authorized under applicable agency regulations and procedures.

(v) *Incorporation by reference*. The Contractor's representations and certifications, including those completed electronically via the System for Award Management (SAM), are incorporated by reference into the contract.

Note: Regulation   52.212-4
GSAM 552.212-4 supersedes this FAR clause at paragraph (s) due to CSA Class Deviation changing the CSA Order of Precedence at 552.212-4(s).

52.212-4 CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (JAN 2017) (ALTERNATE I – JAN 2017) (DEVIATION I – FEB 2007)

(a) *Inspection/Acceptance.*

(1) The ordering activity has the right to inspect and test all materials furnished and services performed under this contract, to the extent practicable at all places and times, including the period of performance, and in any event before acceptance. The ordering activity may also inspect the plant or plants of the Contractor or any subcontractor engaged in contract performance. The ordering activity will perform inspections and tests in a manner that will not unduly delay the work.

(2) If the ordering activity performs inspection or tests on the premises of the Contractor or a subcontractor, the Contractor shall furnish and shall require subcontractors to furnish all reasonable facilities and assistance for the safe and convenient performance of these duties.

(3) Unless otherwise specified in the contract, the ordering activity will accept or reject services and materials at the place of delivery as promptly as practicable after delivery, and they will be presumed accepted 60 days after the date of delivery, unless accepted earlier.

(4) At any time during contract performance, but not later than 6 months (or such other time as may be specified in the contract) after acceptance of the services or materials last delivered under this contract, the ordering activity may require the Contractor to replace or correct services or materials that at time of delivery failed to meet contract requirements. Except as otherwise specified in paragraph (a)(6) of this clause, the cost of replacement or correction shall be determined under paragraph (i) of this clause, but the "hourly rate" for labor hours incurred in the replacement or correction shall be reduced to exclude that portion of the rate attributable to profit. Unless otherwise specified below, the portion of the ``hourly rate'' attributable to profit shall be 10 percent. The Contractor shall not tender for acceptance materials and services required to be replaced or corrected without disclosing the former requirement for replacement or correction, and, when required, shall disclose the corrective action taken. .. [*Insert portion of labor rate attributable to profit.*]

(5)　　(i) If the Contractor fails to proceed with reasonable promptness to perform required replacement or correction, and if the replacement or correction can be performed within the ceiling price (or the ceiling price as increased by the ordering activity), the ordering activity may –

(A) By contract or otherwise, perform the replacement or correction, charge to the Contractor any increased cost, or deduct such increased cost from any amounts paid or due under this contract; or

          (B) Terminate this contract for cause.

      (ii) Failure to agree to the amount of increased cost to be charged to the Contractor shall be a dispute under the Disputes clause of the contract.

(6) Notwithstanding paragraphs (a)(4) and (5) above, the ordering activity may at any time require the Contractor to remedy by correction or replacement, without cost to the ordering activity, any failure by the Contractor to comply with the requirements of this contract, if the failure is due to –

      (i) Fraud, lack of good faith, or willful misconduct on the part of the Contractor's managerial personnel; or

      (ii) The conduct of one or more of the Contractor's employees selected or retained by the Contractor after any of the Contractor's managerial personnel has reasonable grounds to believe that the employee is habitually careless or unqualified.

(7) This clause applies in the same manner and to the same extent to corrected or replacement materials or services as to materials and services originally delivered under this contract.

(8) The Contractor has no obligation or liability under this contract to correct or replace materials and services that at time of delivery do not meet contract requirements, except as provided in this clause or as may be otherwise specified in the contract.

(9) Unless otherwise specified in the contract, the Contractor's obligation to correct or replace ordering activity-furnished property shall be governed by the clause pertaining to ordering activity property.

(b) *Assignment*. The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (e.g., use of the credit card), the Contractor may not assign its rights to receive payment under this contract.

(c) *Changes*. Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

(d) *Disputes*. This contract is subject 41 U.S.C. chapter 71, Contract Disputes. Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

(e) *Definitions.* –

    (1) The clause at FAR 52.202-1, Definitions, is incorporated herein by reference. As used in this clause –

      (i) *Direct materials* means those materials that enter directly into the end product, or that are used or consumed directly in connection with the furnishing of the end product or service.

      (ii) *Hourly rate* means the rate(s) prescribed in the contract for payment for labor that meets the labor category qualifications of a labor category specified in the contract that are –

        (A) Performed by the contractor;

              (B) Performed by the subcontractors; or

              (C) Transferred between divisions, subsidiaries, or affiliates of the contractor under a common control.

    (iii) *Materials* means –

              (A) Direct materials, including supplies transferred between divisions, subsidiaries, or affiliates of the contractor under a common control;

              (B) Subcontracts for supplies and incidental services for which there is not a labor category specified in the contract;

              (C) Other direct costs (e.g., incidental services for which there is not a labor category specified in the contract, travel, computer usage charges, etc.);

              (D) The following subcontracts for services which are specifically excluded from the hourly rate: .; and

              (E) Indirect costs specifically provided for in this clause.

    (iv) *Subcontrac*t means any contract, as defined in FAR Subpart 2.1, entered into with a subcontractor to furnish supplies or services for performance of the prime contract or a subcontract including transfers between divisions, subsidiaries, or affiliates of a contractor or subcontractor. It includes, but is not limited to, purchase orders, and changes and modifications to purchase orders.

(f) *Excusable delays*. The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as, acts of God or the public enemy, acts of the ordering activity in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

(g) Invoice. –

    (1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include –

        (i) Name and address of the Contractor;

        (ii) Invoice date and number;

        (iii) Contract number, line item number and, if applicable, the order number;

        (iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;

        (v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on ordering activity bill of lading;

        (vi) Terms of any discount for prompt payment offered;

        (vii) Name and address of official to whom payment is to be sent;

        (viii) Name, title, and phone number of person to notify in event of defective invoice; and

        (ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

        (x) Electronic funds transfer (EFT) banking information.

(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.

(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer – System for Award Management, or 52.232-34, Payment by Electronic Funds Transfer – Other Than System for Award Management), or applicable agency procedures.

(C) EFT banking information is not required if the ordering activity waived the requirement to pay by EFT.

(2) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR part 1315.

(h) *Patent indemnity*. The Contractor shall indemnify the ordering activity and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

(i) *Payments.* –

(1) *Work performed.* The Government will pay the Contractor as follows upon the submission of commercial invoices approved by the Contracting Officer:

(i) *Hourly rate.*

(A) The amounts shall be computed by multiplying the appropriate hourly rates prescribed in the contract by the number of direct labor hours performed. Fractional parts of an hour shall be payable on a prorated basis.

(B) The rates shall be paid for all labor performed on the contract that meets the labor qualifications specified in the contract. Labor hours incurred to perform tasks for which labor qualifications were specified in the contract will not be paid to the extent the work is performed by individuals that do not meet the qualifications specified in the contract, unless specifically authorized by the Contracting Officer.

(C) Invoices may be submitted once each month (or at more frequent intervals, if approved by the Contracting Officer) to the Contracting Officer or the authorized representative.

(D) When requested by the Contracting Officer or the authorized representative, the Contractor shall substantiate invoices (including any subcontractor hours reimbursed at the hourly rate in the schedule) by evidence of actual payment, individual daily job timecards, records that verify the employees meet the qualifications for the labor categories specified in the contract, or other substantiation specified in the contract.

(E) Unless the Schedule prescribes otherwise, the hourly rates in the Schedule shall not be varied by virtue of the Contractor having performed work on an overtime basis.

(1) If no overtime rates are provided in the Schedule and the Contracting Officer approves overtime work in advance, overtime rates shall be negotiated.

(2) Failure to agree upon these overtime rates shall be treated as a dispute under the Disputes clause of this contract.

(3) If the Schedule provides rates for overtime, the premium portion of those rates will be reimbursable only to the extent the overtime is approved by the Contracting Officer.

(ii) *Materials.*

(A) If the Contractor furnishes materials that meet the definition of a commercial item at 2.101, the price to be paid for such materials shall not exceed the Contractor's established catalog or market price, adjusted to reflect the –

(1) Quantities being acquired; and

(2) Any modifications necessary because of contract requirements.

(B) Except as provided for in paragraph (i)(1)(ii)(A) and (D)(2) of this clause, the ordering activity will reimburse the Contractor the actual cost of materials (less any rebates, refunds, or discounts received by the contractor that are identifiable to the contract) provided the Contractor –

(1) Has made payments for materials in accordance with the terms and conditions of the agreement or invoice; or

(2) Makes these payments within 30 days of the submission of the Contractor's payment request to the ordering activity and such payment is in accordance with the terms and conditions of the agreement or invoice.

(C) To the extent able, the Contractor shall –

(1) Obtain materials at the most advantageous prices available with due regard to securing prompt delivery of satisfactory materials; and

(2) Give credit to the ordering activity for cash and trade discounts, rebates, scrap, commissions, and other amounts that are identifiable to the contract.

(D) Other Costs. Unless listed below, other direct and indirect costs will not be reimbursed.

(1) *Other Direct Costs*. The ordering activity will reimburse the Contractor on the basis of actual cost for the following, provided such costs comply with the requirements in paragraph (i)(1)(ii)(B) of this clause: ..

(2) *Indirect Costs (Material Handling, Subcontract Administration, etc.).* The ordering activity will reimburse the Contractor for indirect costs on a pro-rata basis over the period of contract performance at the following fixed price: ..

(2) *Total cost.* It is estimated that the total cost to the ordering activity for the performance of this contract shall not exceed the ceiling price set forth in the Schedule and the Contractor agrees to use its best efforts to perform the work specified in the Schedule and all obligations under this contract within such ceiling price. If at any time the Contractor has reason to believe that the hourly rate payments and material costs that will accrue in performing this contract in the next succeeding 30 days, if added to all other payments and costs previously accrued, will exceed 85 percent of the ceiling price in the Schedule, the Contractor shall notify the Contracting Officer giving a revised estimate of the total price to the ordering activity for performing this contract with supporting reasons and documentation. If at any time during the performance of this contract, the Contractor has reason to believe that the total price to the ordering activity for performing this contract will be substantially greater or less than the then stated ceiling price, the Contractor shall so notify the Contracting Officer, giving a revised estimate of the total price for performing this contract, with supporting reasons and documentation. If at any time during performance of this contract, the ordering activity has reason to believe that the work to be

required in performing this contract will be substantially greater or less than the stated ceiling price, the Contracting Officer will so advise the Contractor, giving the then revised estimate of the total amount of effort to be required under the contract.

(3) *Ceiling price.* The ordering activity will not be obligated to pay the Contractor any amount in excess of the ceiling price in the Schedule, and the Contractor shall not be obligated to continue performance if to do so would exceed the ceiling price set forth in the Schedule, unless and until the Contracting Officer notifies the Contractor in writing that the ceiling price has been increased and specifies in the notice a revised ceiling that shall constitute the ceiling price for performance under this contract. When and to the extent that the ceiling price set forth in the Schedule has been increased, any hours expended and material costs incurred by the Contractor in excess of the ceiling price before the increase shall be allowable to the same extent as if the hours expended and material costs had been incurred after the increase in the ceiling price.

(4) *Access to records.* At any time before final payment under this contract, the Contracting Officer (or authorized representative) will have access to the following (access shall be limited to the listing below unless otherwise agreed to by the Contractor and the Contracting Officer):

   (i) Records that verify that the employees whose time has been included in any invoice meet the qualifications for the labor categories specified in the contract;

   (ii) For labor hours (including any subcontractor hours reimbursed at the hourly rate in the schedule), when timecards are required as substantiation for payment –

      (A) The original timecards (paper-based or electronic);

      (B) The Contractor's timekeeping procedures;

      (C) Contractor records that show the distribution of labor between jobs or contracts; and

      (D) Employees whose time has been included in any invoice for the purpose of verifying that these employees have worked the hours shown on the invoices.

   (iii) For material and subcontract costs that are reimbursed on the basis of actual cost   –

      (A) Any invoices or subcontract agreements substantiating material costs; and

      (B) Any documents supporting payment of those invoices.

(5) *Overpayments/Underpayments*. Each payment previously made shall be subject to reduction to the extent of amounts, on preceding invoices, that are found by the Contracting Officer not to have been properly payable and shall also be subject to reduction for overpayments or to increase for underpayments. The Contractor shall promptly pay any such reduction within 30 days unless the parties agree otherwise. The ordering activity within 30 days will pay any such increases, unless the parties agree otherwise. The Contractor's payment will be made by check. If the Contractor becomes aware of a duplicate invoice payment or that the ordering activity has otherwise overpaid on an invoice payment, the Contractor shall   –

   (i) Remit the overpayment amount to the payment office cited in the contract along with a description of the overpayment including the –

      (A) Circumstances of the overpayment (e.g., duplicate payment, erroneous payment, liquidation errors, date(s) of overpayment);

      (B) Affected number and delivery order number, if applicable;

      (C) Affected line item or subline item, if applicable; and

      (D) Contractor point of contact.

(ii) Provide a copy of the remittance and supporting documentation to the Contracting Officer.

(6)   (i) All amounts that become payable by the Contractor to the ordering activity under this contract shall bear simple interest from the date due until paid unless paid within 30 days of becoming due. The interest rate shall be the interest rate established by the Secretary of the Treasury as provided in 41 U.S.C. 7109, which is applicable to the period in which the amount becomes due, as provided in (i)(6)(v) of this clause, and then at the rate applicable for each six-month period as fixed by the Secretary until the amount is paid.

(ii) The ordering activity may issue a demand for payment to the Contractor upon finding a debt is due under the contract.

(iii) *Final Decisions*. The Contracting Officer will issue a final decision as required by 33.211 if –

(A) The Contracting Officer and the Contractor are unable to reach agreement on the existence or amount of a debt in a timely manner;

(B) The Contractor fails to liquidate a debt previously demanded by the Contracting Officer within the timeline specified in the demand for payment unless the amounts were not repaid because the Contractor has requested an installment payment agreement; or

(C) The Contractor requests a deferment of collection on a debt previously demanded by the Contracting Officer (see FAR 32.607-2).

(iv) If a demand for payment was previously issued for the debt, the demand for payment included in the final decision shall identify the same due date as the original demand for payment.

(v) Amounts shall be due at the earliest of the following dates:

(A) The date fixed under this contract.

(B) The date of the first written demand for payment, including any demand for payment resulting from a default termination.

(vi) The interest charge shall be computed for the actual number of calendar days involved beginning on the due date and ending on   –

(A) The date on which the designated office receives payment from the Contractor;

(B) The date of issuance of a ordering activity check to the Contractor from which an amount otherwise payable has been withheld as a credit against the contract debt; or

(C) The date on which an amount withheld and applied to the contract debt would otherwise have become payable to the Contractor.

(vii) The interest charge made under this clause may be reduced under the procedures prescribed in 32.608-2 of the Federal Acquisition Regulation in effect on the date of this contract.

(viii) Upon receipt and approval of the invoice designated by the Contractor as the "completion invoice" and supporting documentation, and upon compliance by the Contractor with all terms of this contract, any outstanding balances will be paid within 30 days unless the parties agree otherwise. The completion invoice, and supporting documentation, shall be submitted by the Contractor as promptly as practicable following

completion of the work under this contract, but in no event later than 1 year (or such longer period as the Contracting Officer may approve in writing) from the date of completion.

(7) *Release of claims*. The Contractor, and each assignee under an assignment entered into under this contract and in effect at the time of final payment under this contract, shall execute and deliver, at the time of and as a condition precedent to final payment under this contract, a release discharging the ordering activity, its officers, agents, and employees of and from all liabilities, obligations, and claims arising out of or under this contract, subject only to the following exceptions.

(i) Specified claims in stated amounts, or in estimated amounts if the amounts are not susceptible to exact statement by the Contractor.

(ii) Claims, together with reasonable incidental expenses, based upon the liabilities of the Contractor to third parties arising out of performing this contract, that are not known to the Contractor on the date of the execution of the release, and of which the Contractor gives notice in writing to the Contracting Officer not more than 6 years after the date of the release or the date of any notice to the Contractor that the ordering activity is prepared to make final payment, whichever is earlier.

(iii) Claims for reimbursement of costs (other than expenses of the Contractor by reason of its indemnification of the ordering activity against patent liability), including reasonable incidental expenses, incurred by the Contractor under the terms of this contract relating to patents.

(8) *Prompt payment*. The ordering activity will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR part 1315.

(9) *Electronic Funds Transfer* (EFT). If the ordering activity makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.

(10) *Discount*. In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date that appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(j) *Risk of loss*. Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the ordering activity upon:

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the ordering activity at the destination specified in the contract, if transportation is f.o.b. destination.

(k) *Taxes*. The contract price includes all applicable Federal, State, and local taxes and duties.

(l) *Termination for the ordering activity's convenience*. The ordering activity reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid an amount for direct labor hours (as defined in the Schedule of the contract) determined by multiplying the number of direct labor hours expended before the effective date of termination by the hourly rate(s) in the contract, less any hourly rate payments already made to the Contractor plus reasonable charges the Contractor can demonstrate to the satisfaction of the ordering activity using its standard record keeping system that have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This

paragraph does not give the ordering activity any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred that reasonably could have been avoided.

(m) *Termination for cause.* The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon written request, with adequate assurances of future performance. Subject to the terms of this contract, the Contractor shall be paid an amount computed under paragraph (i) Payments of this clause, but the "hourly rate" for labor hours expended in furnishing work not delivered to or accepted by the Government shall be reduced to exclude that portion of the rate attributable to profit. Unless otherwise specified in paragraph (a)(4) of this clause, the portion of the "hourly rate" attributable to profit shall be 10 percent. In the event of termination for cause, the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) *Title*. Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the ordering activity upon acceptance, regardless of when or where the ordering activity takes physical possession.

(o) *Warranty*. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(p) *Limitation of liability*. Except as otherwise provided by an express warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

(q) *Other compliances*. The Contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this contract.

(r) *Compliance with laws unique to Government contracts*. The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 18 U.S.C. 431 relating to officials not to benefit; 40 U.S.C. 3701, et seq., Contract Work Hours and Safety Standards Act; 41 U.S.C. 51-58, Anti-Kickback Act of 1986; 41 U.S.C. 4712 and 10 U.S.C. 2409 relating to whistleblower protections; 49 U.S.C. 40118, Fly American; and 41 U.S.C. 423 relating to procurement integrity.

(s) *Order of precedence*. Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order: (1) the schedule of supplies/services; (2) the Assignments, Disputes, Payments, Invoice, Other Compliances, Compliance with Laws Unique to Government Contracts, and Unauthorized Obligations paragraphs of this clause; (3) the clause at 52.212-5; (4) addenda to this solicitation or contract, including any license agreements for computer software; (5) solicitation provisions if this is a solicitation; (6) other paragraphs of this clause; (7) the Standard Form 1449; (8) other documents, exhibits, and attachments; and (9) the specification.

(t) *System for Award Management (SAM).*

> (1) Unless exempted by an addendum to this contract, the Contractor is responsible during performance and through final payment of any contract for the accuracy and completeness of the data within the SAM database, and for any liability resulting from the ordering activity's reliance on inaccurate or incomplete data. To remain registered in the SAM database after the initial registration, the Contractor is required to review and update on an annual basis from the date of initial registration or subsequent updates its information in the SAM database to ensure it is current, accurate and complete. Updating information in the SAM does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

> (2)   (i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding

novation and change-of-name agreements in FAR Subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to (A) change the name in the SAM database; (B) comply with the requirements of Subpart 42.12; and (C) agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (t)(2)(i) of this clause, or fails to perform the agreement at paragraph (t)(2)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the SAM information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the "Suspension of Payment" paragraph of the electronic funds transfer (EFT) clause of this contract.

(3) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the SAM record to reflect an assignee for the purpose of assignment of claims (see Subpart 32.8, Assignment of Claims). Assignees shall be separately registered in the SAM database. Information provided to the Contractor's SAM record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the "Suspension of payment" paragraph of the EFT clause of this contract.

(4) Offerors and Contractors may obtain information on registration and annual confirmation requirements via SAM accessed through *https://www.acquisition.gov*.

(u) *Unauthorized Obligations*

(1) Except as stated in paragraph (u)(2) of this clause, when any supply or service acquired under this contract is subject to any End User License Agreement (EULA), Terms of Service (TOS), or similar legal instrument or agreement, that includes any clause requiring the Government to indemnify the Contractor or any person or entity for damages, costs, fees, or any other loss or liability that would create an Anti-Deficiency Act violation (31 U.S.C. 1341), the following shall govern:

(i) Any such clause is unenforceable against the Government.

(ii) Neither the Government nor any Government authorized end user shall be deemed to have agreed to such clause by virtue of it appearing in the EULA, TOS, or similar legal instrument or agreement. If the EULA, TOS, or similar legal instrument or agreement is invoked through an "I agree" click box or other comparable mechanism (e.g., "click-wrap" or "browse-wrap" agreements), execution does not bind the Government or any Government authorized end user to such clause.

(iii) Any such clause is deemed to be stricken from the EULA, TOS, or similar legal instrument or agreement.

(2) Paragraph (u)(1) of this clause does not apply to indemnification by the Government that is expressly authorized by statute and specifically authorized under applicable agency regulations and procedures.

(v) *Incorporation by reference*. The Contractor's representations and certifications, including those completed electronically via the System for Award Management (SAM), are incorporated by reference into the contract.

Note: Regulation 52.212-4

GSAM 552.212-4 supersedes this FAR clause at paragraph (s) due to CSA Class Deviation changing the CSA Order of Precedence at 552.212-4(s).

52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS – COMMERCIAL ITEMS (AUG 2012)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)).

[ ] Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

Number	Title	Clause/Provision
52.203-13	CONTRACTOR CODE OF BUSINESS ETHICS AND CONDUCT (OCT 2015)	Clause
52.203-6	RESTRICTIONS ON SUBCONTRACTOR SALES TO THE GOVERNMENT (SEP 2006) (ALTERNATE I -- OCT 1995)	Clause
52.204-10	REPORTING EXECUTIVE COMPENSATION AND FIRST-TIER SUBCONTRACT AWARDS (OCT 2016)	Clause
52.204-14	SERVICE CONTRACT REPORTING REQUIREMENTS (OCT 2016)	Clause
52.204-15	SERVICE CONTRACT REPORTING REQUIREMENTS FOR INDEFINITE-DELIVERY CONTRACTS (JAN 2014)	Clause
52.209-6	PROTECTING THE GOVERNMENTS INTEREST WHEN SUBCONTRACTING WITH CONTRACTORS DEBARRED, SUSPENDED, OR PROPOSED FOR DEBARMENT (OCT 2015)	Clause
52.219-13	NOTICE OF SET-ASIDE OF ORDERS (NOV 2011)	Clause
52.219-14	LIMITATIONS ON SUBCONTRACTING (JAN 2017)	Clause
52.219-16	LIQUIDATED DAMAGES--SUBCONTRACTING PLAN (JAN 1999)	Clause
52.219-27	NOTICE OF SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS SET-ASIDE (NOV 2011)	Clause
52.219-28	POST-AWARD SMALL BUSINESS PROGRAM REREPRESENTATION (JUL 2013)	Clause

52.219-29	NOTICE OF SET-ASIDE FOR, OR SOLE SOURCE AWARD TO, ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS CONCERNS (DEC 2015)	Clause
52.219-3	NOTICE OF TOTAL HUBZONE SET-ASIDE OR SOLE SOURCE AWARD (NOV 2011)	Clause
52.219-30	NOTICE OF SET-ASIDE FOR, OR SOLE SOURCE AWARD TO, WOMEN-OWNED SMALL BUSINESS CONCERNS ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM (DEC 2015)	Clause
52.219-6	NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE (NOV 2011)	Clause
52.219-8	UTILIZATION OF SMALL BUSINESS CONCERNS (NOV 2016)	Clause
52.219-9	SMALL BUSINESS SUBCONTRACTING PLAN (JAN 2017)	Clause
52.222-19	CHILD LABOR - COOPERATION WITH AUTHORITIES AND REMEDIES (OCT 2016)	Clause
52.222-21	PROHIBITION OF SEGREGATED FACILITIES (APR 2015)	Clause
52.222-26	EQUAL OPPORTUNITY (SEP 2016)	Clause
52.222-3	CONVICT LABOR (JUN 2003)	Clause
52.222-35	EQUAL OPPORTUNITY FOR VETERANS (OCT 2015)	Clause
52.222-36	EQUAL OPPORTUNITY FOR WORKERS WITH DISABILITIES (JUL 2014)	Clause
52.222-37	EMPLOYMENT REPORTS ON VETERANS (FEB 2016)	Clause
52.222-40	NOTIFICATION OF EMPLOYEE RIGHTS UNDER THE NATIONAL LABOR RELATIONS ACT (DEC 2010)	Clause
52.222-50	COMBATING TRAFFICKING IN PERSONS (MAR 2015)	Clause
52.222-54	EMPLOYMENT ELIGIBILITY VERIFICATION (OCT 2015)	Clause
52.223-13	ACQUISITION OF EPEAT--REGISTERED IMAGING EQUIPMENT (JUN 2014)	Clause
52.223-14	ACQUISITION OF EPEATÂ®â##REGISTERED TELEVISIONS (JUN 2014)	Clause
52.223-15	ENERGY EFFICIENCY IN	Clause

	ENERGY-CONSUMING PRODUCTS (DEC 2007)	
52.223-16	ACQUISITION OF EPEAT--REGISTERED PERSONAL COMPUTER PRODUCTS (OCT 2015)	Clause
52.223-18	ENCOURAGING CONTRACTOR POLICIES TO BAN TEXT MESSAGING WHILE DRIVING (AUG 2011)	Clause
52.225-13	RESTRICTIONS ON CERTAIN FOREIGN PURCHASES (JUN 2008)	Clause
52.225-5	TRADE AGREEMENTS (OCT 2016)	Clause
52.232-33	PAYMENT BY ELECTRONIC FUNDS TRANSFER -- SYSTEM FOR AWARD MANAGEMENT (JUL 2013)	Clause
52.239-1	PRIVACY OR SECURITY SAFEGUARDS (AUG 1996)	Clause

(2) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(3) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Pub. L. 108-77, 108-78)

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

Number	Title	Clause/Provision
52.222-17	NONDISPLACEMENT OF QUALIFIED WORKERS (MAY 2014)	Clause
52.222-41	SERVICE CONTRACT LABOR STANDARDS (MAY 2014)	Clause
52.222-42	STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (MAY 2014)	Clause
52.222-43	FAIR LABOR STANDARDS ACT AND SERVICE CONTRACT LABOR STANDARDSâ##PRICE ADJUSTMENT (MULTIPLE YEAR AND OPTION CONTRACTS) (MAY 2014)	Clause
52.222-51	EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR MAINTENANCE, CALIBRATION, OR REPAIR OF CERTAIN EQUIPMENT--REQUIREMENTS (MAY 2014)	Clause
52.222-53	EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR CERTAIN SERVICES--REQUIREMENTS (MAY	Clause

2014)

52.222-55   MINIMUM WAGES UNDER   Clause
                   EXECUTIVE ORDER 13658 (DEC 2015)

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

Yes

(d) Comptroller General Examination of Record. The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records–Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e)   (1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c), and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in paragraphs (e)(1) of this paragraph in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause –

(i) 52.203–13, Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110–252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

(ii) 52.219–8, Utilization of Small Business Concerns (May 2004) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds $650,000 ($1.5 million for construction of any public facility), the subcontractor must include 52.219–8 in lower tier subcontracts that offer subcontracting

(iii) [Reserved]

(iv) 52.222–26, Equal Opportunity (Mar 2007) (E.O. 11246).

(v) 52.222–35, Equal Opportunity for Veterans (Sep 2010) (38 U.S.C. 4212).

(vi) 52.222–36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

(vii) 52.222–40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222–40.

(viii) 52.222–41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, et seq.).

(ix) 52.222–50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)).

[.] Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(x) 52.222–51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment-Requirements (Nov 2007) (41 U.S.C. 351, et seq.).

(xi) 52.222–53, Exemption from Application of the Service Contract Act to Contracts for Certain Services-Requirements (Feb 2009) (41 U.S.C. 351, et seq.).

(xii) 52.222-54, Employment Eligibility Verification (Jul 2012).

(xiii) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (Mar 2009) (Pub. L. 110-247). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xiv) 52.247–64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx. 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247–64.

(2) While not required, the contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

52.215-21 REQUIREMENTS FOR CERTIFIED COST OR PRICING DATA AND DATA OTHER THAN CERTIFIED COST OR PRICING DATA — MODIFICATIONS (OCT 2010) (ALTERNATE IV — OCT 2010)

(a) Submission of certified cost or pricing data is not required.

(b) Provide data described below: *[Insert description of the data and the format that are required, including the access to records necessary to permit an adequate evaluation of the proposed price in accordance with* 15.403–3.]

"Pricing information as described in SCP-FSS-001N, SCP-FSS-001S, SCP-FSS-004 and 552.212-70".

52.216-18 ORDERING (OCT 1995) (DEVIATION II -- FEB 2007)

(a) Any supplies and services to be furnished under this contract shall be ordered by issuance of delivery orders or task orders by the individuals or activities designated in the Schedule. Such orders may be issued from Date of Award through Contract expiration date.

(b) All delivery orders or task orders are subject to the terms and conditions of this contract. In the event of conflict between a delivery order or task order and this contract, the contract shall control.

(c) If mailed, a delivery order or task order is considered "issued" when the ordering activity deposits the order in the mail. Orders may be issued orally, by facsimile, or by electronic commerce methods only if authorized in the Schedule.

52.216-19 ORDER LIMITATIONS (OCT 1995) (DEVIATION II – FEB 2007)16.506(b)

(a) *Minimum order*. When the ordering activity requires supplies or services covered by this contract in an amount of less than $100, the ordering activity is not obligated to purchase, nor is the Contractor obligated to furnish, those supplies or services under the contract.

(b) *Maximum order*. The Contractor is not obligated to honor –

    (1) Any order for a single item in excess of 132-3 $500,000 per order
    132-4 $500,000 per order
    132-8 $500,000 per order
    132-9 $500,000 per order
    132-12 $500,000 per order
    132-32 $500,000 per order
    132-33 $500,000 per order
    132-34 $500,000 per order
    132-40 $500,000 per order
    132-45A $500,000 per order
    132-45B $500,000 per order
    132-45C $500,000 per order
    132-45D $500,000 per order
    132-50 $ 25,000 per order
    132-51 $500,000 per order
    132-52 $500,000 per order
    132-53 $500,000 per order
    132-54 $500,000 per order
    132-55 $500,000 per order
    132-56 $500,000 per order
    132-60A $1,000,000 per order
    132-60B $1,000,000 per order
    132-60C $1,000,000 per order
    132-60D $1,000,000 per order
    132-60E $1,000,000 per order
    132-60F $1,000,000 per order
    132-61 $1,000,000 per order
    132-62 $1,000,000 per order
    132-99 $1,000,000 per order
    132-100 $ 150,000 per order;

    (2) Any order for a combination of items in excess of 132-3 $500,000 per order
    132-4 $500,000 per order
    132-8 $500,000 per order
    132-9 $500,000 per order
    132-12 $500,000 per order
    132-32 $500,000 per order
    132-33 $500,000 per order
    132-34 $500,000 per order
    132-40 $500,000 per order
    132-45A $500,000 per order
    132-45B $500,000 per order
    132-45C $500,000 per order
    132-45D $500,000 per order
    132-50 $ 25,000 per order
    132-51 $500,000 per order
    132-52 $500,000 per order
    132-53 $500,000 per order
    132-54 $500,000 per order
    132-55 $500,000 per order
    132-56 $500,000 per order
    132-60A $1,000,000 per order
    132-60B $1,000,000 per order

132-60C $1,000,000 per order
132-60D $1,000,000 per order
132-60E $1,000,000 per order
132-60F $1,000,000 per order
132-61 $1,000,000 per order
132-62 $1,000,000 per order
132-99 $1,000,000 per order
132-100 $ 150,000 per order; or

(3) A series of orders from the same ordering office within 5 days that together call for quantities exceeding the limitation in paragraph (b) (1) or (2) of this section.

(c) If this is a requirements contract (i.e., includes the Requirements clause at subsection 52.216-21 of the Federal Acquisition Regulation (FAR)), the ordering activity is not required to order a part of any one requirement from the Contractor if that requirement exceeds the maximum-order limitations in paragraph (b) of this section.

(d) Notwithstanding paragraphs (b) and (c) of this section, the Contractor shall honor any order exceeding the maximum order limitations in paragraph (b), unless that order (or orders) is returned to the ordering office within 5 days after issuance, with written notice stating the Contractor's intent not to ship the item (or items) called for and the reasons. Upon receiving this notice, the ordering activity may acquire the supplies or services from another source.

52.216-22 INDEFINITE QUANTITY (OCT 1995)

(a) This is an indefinite-quantity contract for the supplies or services specified, and effective for the period stated, in the Schedule. The quantities of supplies and services specified in the Schedule are estimates only and are not purchased by this contract.

(b) Delivery or performance shall be made only as authorized by orders issued in accordance with the Ordering clause. The Contractor shall furnish to the Government, when and if ordered, the supplies or services specified in the Schedule up to and including the quantity designated in the Schedule as the "maximum." The Government shall order at least the quantity of supplies or services designated in the Schedule as the "minimum."

(c) Except for any limitations on quantities in the Order Limitations clause or in the Schedule, there is no limit on the number of orders that may be issued. The Government may issue orders requiring delivery to multiple destinations or performance at multiple locations.

(d) Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and Government's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided, that the Contractor shall not be required to make any deliveries under this contract after the completion of customer order, including options, 60 months following the expiration of the basic contract ordering period [*insert date*].

52.217-8 OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within within 30 calendar days of contract expiration..

52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT

(MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within .; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least . days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed . (months) (years).

52.219-13 NOTICE OF SET-ASIDE OF ORDERS (NOV 2011)

The Contracting Officer will give notice of the order or orders, if any, to be set aside for small business concerns identified in 19.000(a)(3) and the applicable small business program. This notice, and its restrictions, will apply only to the specific orders that have been set aside for any of the small business concerns identified in 19.000(a)(3).

52.219-14 LIMITATIONS ON SUBCONTRACTING (JAN 2017)

(a) This clause does not apply to the unrestricted portion of a partial set-aside.

(b) *Applicability*. This clause applies only to —

(1) Contracts that have been set aside or reserved for small business concerns or 8(a) participants;

(2) Part or parts of a multiple-award contract that have been set aside for small business concerns or 8(a) participants; and

(3) Orders set aside for small business or 8(a) participants under multiple-award contracts as described in 8.405-5 and 16.505(b)(2)(i)(F).

(c) By submission of an offer and execution of a contract, the Offeror/Contractor agrees that in performance of the contract in the case of a contract for—

(1) <u>Services (except construction)</u>. At least 50 percent of the cost of contract performance incurred for personnel shall be expended for employees of the concern.

(2) <u>Supplies (other than procurement from a nonmanufacturer of such supplies)</u>. The concern shall perform work for at least 50 percent of the cost of manufacturing the supplies, not including the cost of materials.

(3) <u>General construction</u>. The concern will, perform at least 15 percent of the cost of the contract, not including the cost of materials, with its own employees.

(4) <u>Construction by special trade contractors</u>. The concern will perform at least 25 percent of the cost of the contract, not including the cost of materials, with its own employees.

52.219-16 LIQUIDATED DAMAGES—SUBCONTRACTING PLAN (JAN 1999)

(a) "Failure to make a good faith effort to comply with the subcontracting plan", as used in this clause, means a willful or intentional failure to perform in accordance with the requirements of the

subcontracting plan approved under the clause in this contract entitled "Small Business Subcontracting Plan," or willful or intentional action to frustrate the plan.

(b) Performance shall be measured by applying the percentage goals to the total actual subcontracting dollars or, if a commercial plan is involved, to the pro rata share of actual subcontracting dollars attributable to Government contracts covered by the commercial plan. If, at contract completion or, in the case of a commercial plan, at the close of the fiscal year for which the plan is applicable, the Contractor has failed to meet its subcontracting goals and the Contracting Officer decides in accordance with paragraph (c) of this clause that the Contractor failed to make a good faith effort to comply with its subcontracting plan, established in accordance with the clause in this contract entitled "Small Business Subcontracting Plan," the Contractor shall pay the Government liquidated damages in an amount stated. The amount of probable damages attributable to the Contractor's failure to comply shall be an amount equal to the actual dollar amount by which the Contractor failed to achieve each subcontract goal.

(c) Before the Contracting Officer makes a final decision that the Contractor has failed to make such good faith effort, the Contracting Officer shall give the Contractor written notice specifying the failure and permitting the Contractor to demonstrate what good faith efforts have been made and to discuss the matter. Failure to respond to the notice may be taken as an admission that no valid explanation exists. If, after consideration of all the pertinent data, the Contracting Officer finds that the Contractor failed to make a good faith effort to comply with the subcontracting plan, the Contracting Officer shall issue a final decision to that effect and require that the Contractor pay the Government liquidated damages as provided in paragraph (b) of this clause.

(d) With respect to commercial plans, the Contracting Officer who approved the plan will perform the functions of the Contracting Officer under this clause on behalf of all agencies with contracts covered by the commercial plan.

(e) The Contractor shall have the right of appeal, under the clause in this contract entitled Disputes, from any final decision of the Contracting Officer.

(f) Liquidated damages shall be in addition to any other remedies that the Government may have.

52.219-27 NOTICE OF SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS SET-ASIDE (NOV 2011)

(a) *Definition*. "Service-disabled veteran-owned small business concern"—

(1) Means a small business concern —

(i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

(ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

(2) "Service-disabled veteran" means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

(b) *Applicability.* This clause applies only to —

(1) Contracts that have been set aside or reserved for service-disabled veteran-owned small business concerns;

(2) Part or parts of a multiple-award contract that have been set aside for service-disabled veteran-owned small business concerns; and

(3) Orders set aside for service-disabled veteran-owned small business concerns under multiple-award contracts as described in 8.405-5 and 16.505(b)(2)(i)(F).

(c) General.

(1) Offers are solicited only from service-disabled veteran-owned small business concerns. Offers received from concerns that are not service-disabled veteran-owned small business concerns shall not be considered.

(2) Any award resulting from this solicitation will be made to a service-disabled veteran-owned small business concern.

(d) *Agreement*. A service-disabled veteran-owned small business concern agrees that in the performance of the contract, in the case of a contract for —

(1) Services (except construction), at least 50 percent of the cost of personnel for contract performance will be spent for employees of the concern or employees of other service-disabled veteran-owned small business concerns;

(2) Supplies (other than acquisition from a nonmanufacturer of the supplies), at least 50 percent of the cost of manufacturing, excluding the cost of materials, will be performed by the concern or other service-disabled veteran-owned small business concerns;

(3) General construction, at least 15 percent of the cost of the contract performance incurred for personnel will be spent on the concern's employees or the employees of other service-disabled veteran-owned small business concerns; or

(4) Construction by special trade contractors, at least 25 percent of the cost of the contract performance incurred for personnel will be spent on the concern's employees or the employees of other service-disabled veteran-owned small business concerns.

(e) A joint venture may be considered a service-disabled veteran owned small business concern if —

(1) At least one member of the joint venture is a service-disabled veteran-owned small business concern, and makes the following representations: That it is a service-disabled veteran-owned small business concern, and that it is a small business concern under the North American Industry Classification Systems (NAICS) code assigned to the procurement;

(2) Each other concern is small under the size standard corresponding to the NAICS code assigned to the procurement; and

(3) The joint venture meets the requirements of paragraph 7 of the explanation of Affiliates in 19.101 of the Federal Acquisition Regulation.

(4) The joint venture meets the requirements of 13 CFR 125.15(b)

(f) Any service-disabled veteran-owned small business concern (nonmanufacturer) must meet the requirements in 19.102(f) of the Federal Acquisition Regulation to receive a benefit under this program.

52.219-28 POST–AWARD SMALL BUSINESS PROGRAM REREPRESENTATION (JUL 2013)

(a) *Definitions*. As used in this clause –

Long-term contract means a contract of more than five years in duration, including options. However, the term does not include contracts that exceed five years in duration because the period of performance has been extended for a cumulative period not to exceed six months under the clause at 52.217-8,

Option to Extend Services, or other appropriate authority.

Small business concern means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the criteria in 13 CFR part 121 and the size standard in paragraph (c) of this clause. Such a concern is "not dominant in its field of operation" when it does not exercise a controlling or major influence on a national basis in a kind of business activity in which a number of business concerns are primarily engaged. In determining whether dominance exists, consideration shall be given to all appropriate factors, including volume of business, number of employees, financial resources, competitive status or position, ownership or control of materials, processes, patents, license agreements, facilities, sales territory, and nature of business activity.

(b) If the Contractor represented that it was a small business concern prior to award of this contract, the Contractor shall rerepresent its size status according to paragraph (e) of this clause or, if applicable, paragraph (g) of this clause, upon the occurrence of any of the following:

(1) Within 30 days after execution of a novation agreement or within 30 days after modification of the contract to include this clause, if the novation agreement was executed prior to inclusion of this clause in the contract.

(2) Within 30 days after a merger or acquisition that does not require a novation or within 30 days after modification of the contract to include this clause, if the merger or acquisition occurred prior to inclusion of this clause in the contract.

(3) For long-term contracts –

(i) Within 60 to 120 days prior to the end of the fifth year of the contract; and

(ii) Within 60 to 120 days prior to the date specified in the contract for exercising any option thereafter.

(c) The Contractor shall rerepresent its size status in accordance with the size standard in effect at the time of this rerepresentation that corresponds to the North American Industry Classification System (NAICS) code assigned to this contract. The small business size standard corresponding to this NAICS code can be found at http://www.sba.gov/content/table-small-business-size-standards.

(d) The small business size standard for a Contractor providing a product which it does not manufacture itself, for a contract other than a construction or service contract, is 500 employees.

(e) Except as provided in paragraph (g) of this clause, the Contractor shall make the representation required by paragraph (b) of this clause by validating or updating all its representations in the Representations and Certifications section of the System for Award Management (SAM) and its other data in SAM, as necessary, to ensure that they reflect the Contractor's current status. The Contractor shall notify the contracting office in writing within the timeframes specified in paragraph (b) of this clause that the data have been validated or updated, and provide the date of the validation or update. (f) If the Contractor represented that it was other than a small business concern prior to award of this contract, the Contractor may, but is not required to, take the actions required by paragraphs (e) or (g) of this clause.

(g) If the Contractor does not have representations and certifications in SAM, or does not have a representation in SAM for the NAICS code applicable to this contract, the Contractor is required to complete the following rerepresentation and submit it to the contracting office, along with the contract number and the date on which the rerepresentation was completed:

The Contractor represents that it _____ is, _____ is not a small business concern under NAICS Code _____ assigned to contract number _____. [*Contractor to sign and date and insert authorized signer's name and title*].

_____ _____
Contractor Signature / Date

_____ _____
Authorized Signer's Name / Title

Note: Regulation   52.219-28

.

52.219-29 NOTICE OF SET-ASIDE FOR, OR SOLE SOURCE AWARD TO, ECONOMICALLY DISADVANTAGED WOMEN-OWNED SMALL BUSINESS CONCERNS (DEC 2015)

(a) *Definitions*. "Economically disadvantaged women-owned small business (EDWOSB) concern" means —

A small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States and who are economically disadvantaged in accordance with 13 CFR part 127. It automatically qualifies as a women-owned small business (WOSB) concern eligible under the WOSB Program.

"*WOSB Program Repository*" means a secure, Web-based application that collects, stores, and disseminates documents to the contracting community and SBA, which verify the eligibility of a business concern for a contract to be awarded under the WOSB Program.

(b) *Applicability.* This clause applies only to —

(1) Contracts that have been set aside or reserved for, or awarded on a sole source basis to, EDWOSB concerns;

(2) Part or parts of a multiple-award contract that have been set aside for EDWOSB concerns; and

(3) Orders set aside for EDWOSB concerns under multiple-award contracts as described in 8.405-5 and 16.505(b)(2)(i)(F).

(c) General.

(1) Offers are solicited only from EDWOSB concerns. Offers received from concerns that are not EDWOSB concerns will not be considered.

(2) Any award resulting from this solicitation will be made to an EDWOSB concern.

(3) The contracting officer will ensure that the apparent successful offeror has provided all required documents to the WOSB Program Repository. The contract will not be awarded until all required documents are received.

(d) *Agreement*. An EDWOSB concern agrees that in the performance of the contract for —

(1) Services (except construction), the concern will perform at least 50 percent of the cost of the contract incurred for personnel with its own employees;

(2) Supplies or products (other than procurement from a non-manufacturer in such supplies or

products), the concern will perform at least 50 percent of the cost of manufacturing the supplies or products (not including the costs of materials);

(3) General construction, the concern will perform at least 15 percent of the cost of the contract with its own employees (not including the costs of materials); and

(4) Construction by special trade contractors, the concern will perform at least 25 percent of the cost of the contract with its own employees (not including the cost of materials).

(e) *Joint Venture.* A joint venture may be considered an EDWOSB concern if —

(1) It meets the applicable size standard corresponding to the NAICS code assigned to the contract, unless an exception to affiliation applies pursuant to 13 CFR 121.103(h)(3);

(2) The EDWOSB participant of the joint venture is designated in System for Award Management as an EDWOSB concern;

(3) The parties to the joint venture have entered into a written joint venture agreement that contains provisions —

(i) Setting forth the purpose of the joint venture;

(ii) Designating an EDWOSB concern as the managing venturer of the joint venture, and an employee of the managing venturer as the project manager responsible for the performance of the contract;

(iii) Stating that not less than 51 percent of the net profits earned by the joint venture will be distributed to the EDWOSB;

(iv) Specifying the responsibilities of the parties with regard to contract performance, sources of labor, and negotiation of the EDWOSB contract; and

(v) Requiring the final original records be retained by the managing venturer upon completion of the EDWOSB contract performed by the joint venture.

(4) The joint venture performs the applicable percentage of work required in accordance with paragraph (d) above; and

(5) The procuring activity executes the contract in the name of the EDWOSB or joint venture.

(f) Nonmanufacturer. An EDWOSB concern that is a non-manufacturer, as defined in 13 CFR 121.406(b) or FAR 19.102(f), may submit an offer on an EDWOSB requirement with a NAICS code for supplies, if it meets the requirements under the non-manufacturer rule set forth in those regulations.

52.219-3 NOTICE OF HUBZONE SET-ASIDE OR SOLE SOURCE AWARD (NOV 2011)

(a) *Definitions.* See 13 CFR 125.6(e) for definitions of terms used in paragraph (c).

(b) *Applicability.* This clause applies only to —

(1) Contracts that have been set aside or reserved for, or awarded on a sole source basis to, HUBZone small business concerns;

(2) Part or parts of a multiple-award contract that have been set aside for HUBZone small business concerns; and

(3) Orders set-aside for HUBZone small business concerns under multiple-award contracts as described in 8.405-5 and 16.505(b)(2)(i)(F).

(c) General.

(1) Offers are solicited only from HUBZone small business concerns. Offers received from concerns that are not HUBZone small business concerns will not be considered.

(2) Any award resulting from this solicitation will be made to a HUBZone small business concern.

(d) *Agreement*. A HUBZone small business concern agrees that in the performance of the contract, in the case of a contract for —

(1) Services (except construction), at least 50 percent of the cost of personnel for contract performance will be spent for employees of the concern or employees of other HUBZone small business concerns;

(2) Supplies (other than acquisition from a nonmanufacturer of the supplies), at least 50 percent of the cost of manufacturing, excluding the cost of materials, will be performed by the concern or other HUBZone small business concerns;

(3) General construction.

(i) At least 15 percent of the cost of contract performance to be incurred for personnel will be spent on the HUBZone prime contractor's employees;

(ii) At least 50 percent of the cost of the contract performance to be incurred for personnel will be spent on the HUBZone prime contractor's employees or on a combination of the HUBZone prime contractor's employees and employees of HUBZone small business concern subcontractors; and

(iii) No more than 50 percent of the cost of contract performance to be incurred for personnel will be subcontracted to concerns that are not HUBZone small business concerns; or

(4) Construction by special trade contractors.

(i) At least 25 percent of the cost of contract performance to be incurred for personnel will be spent on the HUBZone prime contractor's employees;

(ii) At least 50 percent of the cost of the contract performance to be incurred for personnel will be spent on the HUBZone prime contractor's employees or on a combination of the HUBZone prime contractor's employees and employees of HUBZone small business concern subcontractors;

(iii) No more than 50 percent of the cost of contract performance to be incurred for personnel will be subcontracted to concerns that are not HUBZone small business concerns.

(e) A HUBZone joint venture agrees that, in the performance of the contract, the applicable percentage specified in paragraph (d) of this clause will be performed by the aggregate of the HUBZone small business participants.

(f)   (1) When the total value of the contract exceeds $25,000, a HUBZone small business concern nonmanufacturer agrees to furnish in performing this contract only end items manufactured or produced by HUBZone small business concern manufacturers.

(2) When the total value of the contract is equal to or less than $25,000, a HUBZone small business concern nonmanufacturer may provide end items manufactured by other than a HUBZone small business concern manufacturer provided the end items are produced or manufactured in the United States.

(3) Paragraphs (f)(1) and (f)(2) of this section do not apply in connection with construction or service contracts.

(g) *Notice*. The HUBZone small business offeror acknowledges that a prospective HUBZone awardee must be a HUBZone small business concern at the time of award of this contract. The HUBZone offeror shall provide the Contracting Officer a copy of the notice required by 13 CFR 126.501 if material changes occur before contract award that could affect its HUBZone eligibility. If the apparently successful HUBZone offeror is not a HUBZone small business concern at the time of award of this contract, the Contracting Officer will proceed to award to the next otherwise successful HUBZone small business concern or other offeror.

52.219-30 NOTICE OF SET-ASIDE FOR, OR SOLE SOURCE AWARD TO, WOMEN-OWNED SMALL BUSINESS CONCERNS ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM (DEC 2015)

(a) *Definitions*. "Women-owned small business (WOSB) concern eligible under the WOSB Program" (in accordance with 13 CFR part 127), means a small business concern that is at least 51 percent directly and unconditionally owned by, and the management and daily business operations of which are controlled by, one or more women who are citizens of the United States.

"WOSB Program Repository" means a secure, Web-based application that collects, stores, and disseminates documents to the contracting community and SBA, which verify the eligibility of a business concern for a contract to be awarded under the WOSB Program.

(b) *Applicability.* This clause applies only to —

(1) Contracts that have been set aside or reserved for, or awarded on a sole source basis to, WOSB concerns eligible under the WOSB Program;

(2) Part or parts of a multiple-award contract that have been set aside for WOSB concerns eligible under the WOSB Program; and

(3) Orders set aside for WOSB concerns eligible under the WOSB Program, under multiple-award contracts as described in 8.405-5 and 16.505(b)(2)(i)(F).

(c) *General.*

(1) Offers are solicited only from WOSB concerns eligible under the WOSB Program. Offers received from concerns that are not WOSB concerns eligible under the WOSB program shall not be considered.

(2) Any award resulting from this solicitation will be made to a WOSB concern eligible under the WOSB Program.

(3) The Contracting Officer will ensure that the apparent successful offeror has provided the required documents to the WOSB Program Repository. The contract shall not be awarded until all required documents are received.

(d) *Agreement.* A WOSB concern eligible under the WOSB Program agrees that in the performance of the contract for —

(1) Services (except construction), the concern will perform at least 50 percent of the cost of the contract incurred for personnel with its own employees;

(2) Supplies or products (other than procurement from a non-manufacturer in such supplies or products), the concern will perform at least 50 percent of the cost of manufacturing the supplies or products (not including the costs of materials);

(3) General construction, the concern will perform at least 15 percent of the cost of the contract with its own employees (not including the costs of materials); and

(4) Construction by special trade contractors, the concern will perform at least 25 percent of the cost of the contract with its own employees (not including cost of materials).

(e) *Joint Venture*. A joint venture may be considered a WOSB concern eligible under the WOSB Program if —

(1) It meets the applicable size standard corresponding to the NAICS code assigned to the contract, unless an exception to affiliation applies pursuant to 13 CFR 121.103(h)(3);

(2) The WOSB participant of the joint venture is designated in the System for Award Management as a WOSB concern eligible under the WOSB Program;

(3) The parties to the joint venture have entered into a written joint venture agreement that contains provisions —

(i) Setting forth the purpose of the joint venture;

(ii) Designating a WOSB concern eligible under the WOSB Program as the managing venturer of the joint venture, and an employee of the managing venturer as the project manager responsible for the performance of the contract;

(iii) Stating that not less than 51 percent of the net profits earned by the joint venture will be distributed to the WOSB;

(iv) Specifying the responsibilities of the parties with regard to contract performance, sources of labor, and negotiation of the WOSB contract; and

(v) Requiring the final original records be retained by the managing venturer upon completion of the WOSB contract performed by the joint venture.

(4) The joint venture must perform the applicable percentage of work required in accordance with paragraph (d) above; and

(5) The procuring activity executes the contract in the name of the WOSB concern eligible under the WOSB Program or joint venture.

(f) Nonmanufacturer. A WOSB concern eligible under the WOSB Program that is a non-manufacturer, as defined in 13 CFR 121.406(b) or FAR 19.102(f), may submit an offer on a WOSB requirement with a NAICS code for supplies, if it meets the requirements under the non-manufacturer rule set forth in those regulations.

52.219-6 NOTICE OF TOTAL SMALL BUSINESS SET-ASIDE (NOV 2011)

(a) *Definition*.

"*Small business concern*," as used in this clause, means a concern, including its affiliates, that is

independently owned and operated, not dominant in the field of operation in which it is bidding on Government contracts, and qualified as a small business under the size standards in this solicitation.

(b) *Applicability.* This clause applies only to —

   (1) Contracts that have been totally set aside or reserved for small business concerns; and

   (2) Orders set aside for small business concerns under multiple-award contracts as described in 8.405-5 and 16.505(b)(2)(i)(F).

(c) General.

   (1) Offers are solicited only from small business concerns. Offers received from concerns that are not small business concerns shall be considered nonresponsive and will be rejected.

   (2) Any award resulting from this solicitation will be made to a small business concern.

(d) *Agreement.*

A small business concern submitting an offer in its own name shall furnish, in performing the contract, only end items manufactured or produced by small business concerns in the United States or its outlying areas. If this procurement is processed under simplified acquisition procedures and the total amount of this contract does not exceed $25,000, a small business concern may furnish the product of any domestic firm. This paragraph does not apply to construction or service contracts.

52.219-8 UTILIZATION OF SMALL BUSINESS CONCERNS (NOV 2016)

(a) *Definitions.* As used in this contract —

HUBZone small business concern means a small business concern, certified by the Small Business Administration, that appears on the List of Qualified HUBZone Small Business Concerns maintained by the Small Business Administration.

Service-disabled veteran-owned small business concern —

   (1) Means a small business concern —

      (i) Not less than 51 percent of which is owned by one or more service-disabled veterans or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more service-disabled veterans; and

      (ii) The management and daily business operations of which are controlled by one or more service-disabled veterans or, in the case of a service-disabled veteran with permanent and severe disability, the spouse or permanent caregiver of such veteran.

   (2) *Service-disabled veteran* means a veteran, as defined in 38 U.S.C. 101(2), with a disability that is service-connected, as defined in 38 U.S.C. 101(16).

Small business concern means a small business as defined pursuant to Section 3 of the Small Business Act and relevant regulations promulgated pursuant thereto.

Small disadvantaged business concern, consistent with 13 CFR 124.1002, means a small business concern under the size standard applicable to the acquisition, that —

   (1) Is at least 51 percent unconditionally and directly owned (as defined at 13 CFR 124.105) by —

(i) One or more socially disadvantaged (as defined at 13 CFR 124.103) and economically disadvantaged (as defined at 13 CFR 124.104) individuals who are citizens of the United States; and

(ii) Each individual claiming economic disadvantage has a net worth not exceeding $750,000 after taking into account the applicable exclusions set forth at 13 CFR 124.104(c)(2); and

(2) The management and daily business operations of which are controlled (as defined at 13.CFR 124.106) by individuals, who meet the criteria in paragraphs (1)(i) and (ii) of this definition.

Veteran-owned small business concern means a small business concern —

(1) Not less than 51 percent of which is owned by one or more veterans (as defined at 38 U.S.C. 101(2)) or, in the case of any publicly owned business, not less than 51 percent of the stock of which is owned by one or more veterans; and

(2) The management and daily business operations of which are controlled by one or more veterans.

Women-owned small business concern means a small business concern —

(1) That is at least 51 percent owned by one or more women, or, in the case of any publicly owned business, at least 51 percent of the stock of which is owned by one or more women; and

(2) Whose management and daily business operations are controlled by one or more women.

(b) It is the policy of the United States that small business concerns, veteran-owned small business concerns, service-disabled veteran-owned small business concerns, HUBZone small business concerns, small disadvantaged business concerns, and women-owned small business concerns shall have the maximum practicable opportunity to participate in performing contracts let by any Federal agency, including contracts and subcontracts for subsystems, assemblies, components, and related services for major systems. It is further the policy of the United States that its prime contractors establish procedures to ensure the timely payment of amounts due pursuant to the terms of their subcontracts with small business concerns, veteran-owned small business concerns, service-disabled veteran-owned small business concerns, HUBZone small business concerns, small disadvantaged business concerns, and women-owned small business concerns.

(c) The Contractor hereby agrees to carry out this policy in the awarding of subcontracts to the fullest extent consistent with efficient contract performance. The Contractor further agrees to cooperate in any studies or surveys as may be conducted by the United States Small Business Administration or the awarding agency of the United States as may be necessary to determine the extent of the Contractor's compliance with this clause.

(d)   (1) The Contractor may accept a subcontractor's written representations of its size and socioeconomic status as a small business, small disadvantaged business, veteran-owned small business, service-disabled veteran-owned small business, or a women-owned small business if the subcontractor represents that the size and socioeconomic status representations with its offer are current, accurate, and complete as of the date of the offer for the subcontract.

(2) The Contractor may accept a subcontractor's representations of its size and socioeconomic status as a small business, small disadvantaged business, veteran-owned small business, service-disabled veteran-owned small business, or a women-owned small business in the System for Award Management (SAM) if—

(i) The subcontractor is registered in SAM; and

(ii) The subcontractor represents that the size and socioeconomic status representations

made in SAM are current, accurate and complete as of the date of the offer for the subcontract.

(3) The Contractor may not require the use of SAM for the purposes of representing size or socioeconomic status in connection with a subcontract.

(4) In accordance with 13 CFR 121.411, 124.1015, 125.29, 126.900, and 127.700, a contractor acting in good faith is not liable for misrepresentations made by its subcontractors regarding the subcontractor's size or socioeconomic status.

52.219-9 SMALL BUSINESS SUBCONTRACTING PLAN (JAN 2017)

(a) This clause does not apply to small business concerns.

(b) *Definitions.* As used in this clause —

Alaska Native Corporation (ANC) means any Regional Corporation, Village Corporation, Urban Corporation, or Group Corporation organized under the laws of the State of Alaska in accordance with the Alaska Native Claims Settlement Act, as amended (43 U.S.C. 1601, et seq.) and which is considered a minority and economically disadvantaged concern under the criteria at 43 U.S.C. 1626(e)(1). This definition also includes ANC direct and indirect subsidiary corporations, joint ventures, and partnerships that meet the requirements of 43 U.S.C. 1626(e)(2).

Commercial item means a product or service that satisfies the definition of commercial item in section 2.101 of the Federal Acquisition Regulation.

Commercial plan means a subcontracting plan (including goals) that covers the offeror's fiscal year and that applies to the entire production of commercial items sold by either the entire company or a portion thereof (e.g., division, plant, or product line).

Electronic Subcontracting Reporting System (eSRS) means the Government-wide, electronic, web-based system for small business subcontracting program reporting. The eSRS is located at http://www.esrs.gov.

Indian tribe means any Indian tribe, band, group, pueblo, or community, including native villages and native groups (including corporations organized by Kenai, Juneau, Sitka, and Kodiak) as defined in the Alaska Native Claims Settlement Act (43 U.S.C.A. 1601 et seq.), that is recognized by the Federal Government as eligible for services from the Bureau of Indian Affairs in accordance with 25 U.S.C. 1452(c). This definition also includes Indian-owned economic enterprises that meet the requirements of 25 U.S.C. 1452(e).

Individual subcontracting plan means a subcontracting plan that covers the entire contract period (including option periods), applies to a specific contract, and has goals that are based on the offeror's planned subcontracting in support of the specific contract, except that indirect costs incurred for common or joint purposes may be allocated on a prorated basis to the contract.

Master subcontracting plan means a subcontracting plan that contains all the required elements of an individual subcontracting plan, except goals, and may be incorporated into individual subcontracting plans, provided the master subcontracting plan has been approved.

Reduced payment means a payment that is for less than the amount agreed upon in a subcontract in accordance with its terms and conditions, for supplies and services for which the Government has paid the prime contractor.

Subcontract means any agreement (other than one involving an employer-employee relationship) entered into by a Federal Government prime Contractor or subcontractor calling for supplies or services required for performance of the contract or subcontract.

Total contract dollars means the final anticipated dollar value, including the dollar value of all options.

Untimely payment means a payment to a subcontractor that is more than 90 days past due under the terms and conditions of a subcontract for supplies and services for which the Government has paid the prime contractor.

(c)   (1) The Offeror, upon request by the Contracting Officer, shall submit and negotiate a subcontracting plan, where applicable, that separately addresses subcontracting with small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns. If the Offeror is submitting an individual subcontracting plan, the plan must separately address subcontracting with small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns, with a separate part for the basic contract and separate parts for each option (if any). The subcontracting plan shall be included in and made a part of the resultant contract. The subcontracting plan shall be negotiated within the time specified by the Contracting Officer. Failure to submit and negotiate the subcontracting plan shall make the Offeror ineligible for award of a contract.

(2)   (i) The Contractor may accept a subcontractor's written representations of its size and socioeconomic status as a small business, small disadvantaged business, veteran-owned small business, service-disabled veteran-owned small business, or a women-owned small business if the subcontractor represents that the size and socioeconomic status representations with its offer are current, accurate, and complete as of the date of the offer for the subcontract.

(ii) The Contractor may accept a subcontractor's representations of its size and socioeconomic status as a small business, small disadvantaged business, veteran-owned small business, service-disabled veteran-owned small business, or a women-owned small business in the System for Award Management (SAM) if—

(A) The subcontractor is registered in SAM; and

(B) The subcontractor represents that the size and socioeconomic status representations made in SAM are current, accurate and complete as of the date of the offer for the subcontract.

(iii) The Contractor may not require the use of SAM for the purposes of representing size or socioeconomic status in connection with a subcontract.

(iv) In accordance with 13 CFR 121.411, 124.1015, 125.29, 126.900, and 127.700, a contractor acting in good faith is not liable for misrepresentations made by its subcontractors regarding the subcontractor's size or socioeconomic status.

(d) The Offeror's subcontracting plan shall include the following:

(1) Separate goals, expressed in terms of total dollars subcontracted, and as a percentage of total planned subcontracting dollars, for the use of small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns as subcontractors. For individual subcontracting plans, and if required by the Contracting Officer, goals shall also be expressed in terms of percentage of total contract dollars, in addition to the goals expressed as a percentage of total subcontract dollars. The Offeror shall include all subcontracts that contribute to contract performance, and may include a proportionate share of products and services that are normally allocated as indirect costs. In accordance with 43 U.S.C. 1626 —

(i) Subcontracts awarded to an ANC or Indian tribe shall be counted towards the subcontracting goals for small business and small disadvantaged business concerns,

regardless of the size or Small Business Administration certification status of the ANC or Indian tribe; and

(ii) Where one or more subcontractors are in the subcontract tier between the prime Contractor and the ANC or Indian tribe, the ANC or Indian tribe shall designate the appropriate Contractor(s) to count the subcontract towards its small business and small disadvantaged business subcontracting goals.

> (A) In most cases, the appropriate Contractor is the Contractor that awarded the subcontract to the ANC or Indian tribe.

> (B) If the ANC or Indian tribe designates more than one Contractor to count the subcontract toward its goals, the ANC or Indian tribe shall designate only a portion of the total subcontract award to each Contractor. The sum of the amounts designated to various Contractors cannot exceed the total value of the subcontract.

> (C) The ANC or Indian tribe shall give a copy of the written designation to the Contracting Officer, the prime Contractor, and the subcontractors in between the prime Contractor and the ANC or Indian tribe within 30 days of the date of the subcontract award.

> (D) If the Contracting Officer does not receive a copy of the ANC's or the Indian tribe's written designation within 30 days of the subcontract award, the Contractor that awarded the subcontract to the ANC or Indian tribe will be considered the designated Contractor.

(2) A statement of —

> (i) Total dollars planned to be subcontracted for an individual subcontracting plan; or the Offeror's total projected sales, expressed in dollars, and the total value of projected subcontracts to support the sales for a commercial plan;

> (ii) Total dollars planned to be subcontracted to small business concerns (including ANC and Indian tribes);

> (iii) Total dollars planned to be subcontracted to veteran-owned small business concerns;

> (iv) Total dollars planned to be subcontracted to service-disabled veteran-owned small business;

> (v) Total dollars planned to be subcontracted to HUBZone small business concerns;

> (vi) Total dollars planned to be subcontracted to small disadvantaged business concerns (including ANCs and Indian tribes); and

> (vii) Total dollars planned to be subcontracted to women-owned small business concerns.

(3) A description of the principal types of supplies and services to be subcontracted, and an identification of the types planned for subcontracting to —

> (i) Small business concerns;

> (ii) Veteran-owned small business concerns;

> (iii) Service-disabled veteran-owned small business concerns;

> (iv) HUBZone small business concerns;

> (v) Small disadvantaged business concerns; and

> (vi) Women-owned small business concerns.

(4) A description of the method used to develop the subcontracting goals in paragraph (d)(1) of this clause.

(5) A description of the method used to identify potential sources for solicitation purposes (e.g., existing company source lists, SAM, veterans service organizations, the National Minority Purchasing Council Vendor Information Service, the Research and Information Division of the Minority Business Development Agency in the Department of Commerce, or small, HUBZone, small disadvantaged, and women-owned small business trade associations). A firm may rely on the information contained in SAM as an accurate representation of a concern's size and ownership characteristics for the purposes of maintaining a small, veteran-owned small, service-disabled veteran-owned small, HUBZone small, small disadvantaged, and women-owned small business source list. Use of SAM as its source list does not relieve a firm of its responsibilities (e.g., outreach, assistance, counseling, or publicizing subcontracting opportunities) in this clause.

(6) A statement as to whether or not the Offeror included indirect costs in establishing subcontracting goals, and a description of the method used to determine the proportionate share of indirect costs to be incurred with —

> (i) Small business concerns (including ANC and Indian tribes);

> (ii) Veteran-owned small business concerns;

> (iii) Service-disabled veteran-owned small business concerns;

> (iv) HUBZone small business concerns;

> (v) Small disadvantaged business concerns (including ANC and Indian tribes); and

> (vi) Women-owned small business concerns.

(7) The name of the individual employed by the Offeror who will administer the Offeror's subcontracting program, and a description of the duties of the individual.

(8) A description of the efforts the Offeror will make to assure that small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns have an equitable opportunity to compete for subcontracts.

(9) Assurances that the Offeror will include the clause of this contract entitled ''Utilization of Small Business Concerns'' in all subcontracts that offer further subcontracting opportunities, and that the Offeror will require all subcontractors (except small business concerns) that receive subcontracts in excess of $700,000 ($1.5 million for construction of any public facility) with further subcontracting possibilities to adopt a subcontracting plan that complies with the requirements of this clause.

(10) Assurances that the Offeror will —

> (i) Cooperate in any studies or surveys as may be required;

> (ii) Submit periodic reports so that the Government can determine the extent of compliance by the Offeror with the subcontracting plan;

> (iii) After November 30, 2017, include subcontracting data for each order when reporting subcontracting achievements for indefinite-delivery, indefinite-quantity contracts intended for use by multiple agencies;

> (iv) Submit the Individual Subcontract Report (ISR) and/or the Summary Subcontract Report (SSR), in accordance with paragraph (l) of this clause using the Electronic Subcontracting Reporting System (eSRS) at http://www.esrs.gov. The reports shall provide information on subcontract awards to small business concerns (including ANCs and Indian tribes that are not small businesses), veteran-owned small business concerns, service-disabled veteran-owned small business concerns, HUBZone small business

concerns, small disadvantaged business concerns (including ANCs and Indian tribes that have not been certified by SBA as small disadvantaged businesses), women-owned small business concerns, and for NASA only, Historically Black Colleges and Universities and Minority Institutions. Reporting shall be in accordance with this clause, or as provided in agency regulations;

(v) Ensure that its subcontractors with subcontracting plans agree to submit the ISR and/or the SSR using eSRS;

(vi) Provide its prime contract number, its unique entity identifier, and the email address of the Offeror's official responsible for acknowledging receipt of or rejecting the ISRs, to all first-tier subcontractors with subcontracting plans so they can enter this information into the eSRS when submitting their ISRs; and

(vii) Require that each subcontractor with a subcontracting plan provide the prime contract number, its own DUNS number, and the email address of the subcontractor's official responsible for acknowledging receipt of or rejecting the ISRs, to its subcontractors with subcontracting plans.

(11) A description of the types of records that will be maintained concerning procedures that have been adopted to comply with the requirements and goals in the plan, including establishing source lists; and a description of the offeror's efforts to locate small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns and award subcontracts to them. The records shall include at least the following (on a plant-wide or company-wide basis, unless otherwise indicated):

(i) Source lists (*e.g.,* SAM), guides, and other data that identify small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns.

(ii) Organizations contacted in an attempt to locate sources that are small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, or women-owned small business concerns.

(iii) Records on each subcontract solicitation resulting in an award of more than $150,000, indicating —

(A) Whether small business concerns were solicited and, if not, why not;

(B) Whether veteran-owned small business concerns were solicited and, if not, why not;

(C) Whether service-disabled veteran-owned small business concerns were solicited and, if not, why not;

(D) Whether HUBZone small business concerns were solicited and, if not, why not;

(E) Whether small disadvantaged business concerns were solicited and, if not, why not;

(F) Whether women-owned small business concerns were solicited and, if not, why not; and

(G) If applicable, the reason award was not made to a small business concern.

(iv) Records of any outreach efforts to contact —

(A) Trade associations;

(B) Business development organizations;

(C) Conferences and trade fairs to locate small, HUBZone small, small disadvantaged, service-disabled veteran-owned, and women-owned small business sources; and

(D) Veterans service organizations.

(v) Records of internal guidance and encouragement provided to buyers through —

(A) Workshops, seminars, training, etc.; and

(B) Monitoring performance to evaluate compliance with the program's requirements.

(vi) On a contract-by-contract basis, records to support award data submitted by the offeror to the Government, including the name, address, and business size of each subcontractor. Contractors having commercial plans need not comply with this requirement.

(12) Assurances that the Offeror will make a good faith effort to acquire articles, equipment, supplies, services, or materials, or obtain the performance of construction work from the small business concerns that it used in preparing the bid or proposal, in the same or greater scope, amount, and quality used in preparing and submitting the bid or proposal. Responding to a request for a quote does not constitute use in preparing a bid or proposal. The Offeror used a small business concern in preparing the bid or proposal if —

(i) The Offeror identifies the small business concern as a subcontractor in the bid or proposal or associated small business subcontracting plan, to furnish certain supplies or perform a portion of the subcontract; or

(ii) The Offeror used the small business concern's pricing or cost information or technical expertise in preparing the bid or proposal, where there is written evidence of an intent or understanding that the small business concern will be awarded a subcontract for the related work if the Offeror is awarded the contract.

(13) Assurances that the Contractor will provide the Contracting Officer with a written explanation if the Contractor fails to acquire articles, equipment, supplies, services or materials or obtain the performance of construction work as described in (d)(12) of this clause. This written explanation must be submitted to the Contracting Officer within 30 days of contract completion.

(14) Assurances that the Contractor will not prohibit a subcontractor from discussing with the Contracting Officer any material matter pertaining to payment to or utilization of a subcontractor.

(15) Assurances that the offeror will pay its small business subcontractors on time and in accordance with the terms and conditions of the underlying subcontract, and notify the contracting officer when the prime contractor makes either a reduced or an untimely payment to a small business subcontractor (see 52.242-5).

(e) In order to effectively implement this plan to the extent consistent with efficient contract performance, the Contractor shall perform the following functions:

(1) Assist small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns by arranging solicitations, time for the preparation of bids, quantities, specifications, and delivery schedules so as to facilitate the participation by such concerns. Where

the Contractor's lists of potential small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business subcontractors are excessively long, reasonable effort shall be made to give all such small business concerns an opportunity to compete over a period of time.

(2) Provide adequate and timely consideration of the potentialities of small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns in all "make-or-buy" decisions.

(3) Counsel and discuss subcontracting opportunities with representatives of small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business firms.

(4) Confirm that a subcontractor representing itself as a HUBZone small business concern is certified by SBA as a HUBZone small business concern in accordance with 52.219–8(d)(2).

(5) Provide notice to subcontractors concerning penalties and remedies for misrepresentations of business status as small, veteran-owned small business, HUBZone small, small disadvantaged, or women-owned small business for the purpose of obtaining a subcontract that is to be included as part or all of a goal contained in the Contractor's subcontracting plan.

(6) For all competitive subcontracts over the simplified acquisition threshold in which a small business concern received a small business preference, upon determination of the successful subcontract offeror, prior to award of the subcontract the Contractor must inform each unsuccessful small business subcontract offeror in writing of the name and location of the apparent successful offeror and if the successful subcontract offeror is a small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, or women-owned small business concern.

(7) Assign each subcontract the NAICS code and corresponding size standard that best describes the principal purpose of the subcontract.

(f) A master subcontracting plan on a plant or division-wide basis that contains all the elements required by paragraph (d) of this clause, except goals, may be incorporated by reference as a part of the subcontracting plan required of the Offeror by this clause; provided —

(1) The master subcontracting plan has been approved;

(2) The Offeror ensures that the master subcontracting plan is updated as necessary and provides copies of the approved master subcontracting plan, including evidence of its approval, to the Contracting Officer; and

(3) Goals and any deviations from the master subcontracting plan deemed necessary by the Contracting Officer to satisfy the requirements of this contract are set forth in the individual subcontracting plan.

(g) A commercial plan is the preferred type of subcontracting plan for contractors furnishing commercial items. The commercial plan shall relate to the offeror's planned subcontracting generally, for both commercial and Government business, rather than solely to the Government contract. Once the Contractor's commercial plan has been approved, the Government will not require another subcontracting plan from the same Contractor while the plan remains in effect, as long as the product or service being provided by the Contractor continues to meet the definition of a commercial item. A Contractor with a commercial plan shall comply with the reporting requirements stated in paragraph (d)(10) of this clause by submitting one SSR in eSRS for all contracts covered by its commercial plan. This report shall be acknowledged or rejected in eSRS by the Contracting Officer who approved the plan. This report shall be submitted within 30 days after the end of the Government's fiscal year.

(h) Prior compliance of the offeror with other such subcontracting plans under previous contracts will be considered by the Contracting Officer in determining the responsibility of the offeror for award of the contract.

(i) A contract may have no more than one subcontracting plan. When a contract modification exceeds the subcontracting plan threshold in 19.702(a), or an option is exercised, the goals of the existing subcontracting plan shall be amended to reflect any new subcontracting opportunities. When the goals in a subcontracting plan are amended, these goal changes do not apply retroactively

(j) Subcontracting plans are not required from subcontractors when the prime contract contains the clause at 52.212–5, Contract Terms and Conditions Required to Implement Statutes or Executive Orders-Commercial Items, or when the subcontractor provides a commercial item subject to the clause at 52.244–6, Subcontracts for Commercial Items, under a prime contract.

(k) The failure of the Contractor or subcontractor to comply in good faith with

(1) the clause of this contract entitled ''Utilization Of Small Business Concerns,'' or

(2) an approved plan required by this clause, shall be a material breach of the contract and may be considered in any past performance evaluation of the Contractor.

(l) The Contractor shall submit ISRs and SSRs using the web-based eSRS at http://www.esrs.gov. Purchases from a corporation, company, or subdivision that is an affiliate of the Contractor or subcontractor are not included in these reports. Subcontract awards by affiliates shall be treated as subcontract awards by the Contractor. Subcontract award data reported by the Contractor and subcontractors shall be limited to awards made to their immediate next-tier subcontractors. Credit cannot be taken for awards made to lower tier subcontractors, unless the Contractor or subcontractor has been designated to receive a small business or small disadvantaged business credit from an ANC or Indian tribe. Only subcontracts involving performance in the United States or its outlying areas should be included in these reports with the exception of subcontracts under a contract awarded by the State Department or any other agency that has statutory or regulatory authority to require subcontracting plans for subcontracts performed outside the United States and its outlying areas.

(1) *ISR.* This report is not required for commercial plans. The report is required for each contract containing an individual subcontracting plan.

(i) The report shall be submitted semiannually during contract performance for the periods ending March 31 and September 30. A report is also required for each contract within 30 days of contract completion. Reports are due 30 days after the close of each reporting period, unless otherwise directed by the Contracting Officer. Reports are required when due, regardless of whether there has been any subcontracting activity since the inception of the contract or the previous reporting period. When the Contracting Officer rejects an ISR, the Contractor shall submit a corrected report within 30 days of receiving the notice of ISR rejection.

(ii) (A) When a subcontracting plan contains separate goals for the basic contract and each option, as prescribed by FAR 19.704(c), the dollar goal inserted on this report shall be the sum of the base period through the current option; for example, for a report submitted after the second option is exercised, the dollar goal would be the sum of the goals for the basic contract, the first option, and the second option.

(B) If a subcontracting plan has been added to the contract pursuant to 19.702(a)(3) or 19.301–2(e), the Contractor's achievements must be reported in the ISR on a cumulative basis from the date of incorporation of the subcontracting plan into the contract.

(iii) When a subcontracting plan includes indirect costs in the goals, these costs must be included in this report.

(iv) The authority to acknowledge receipt or reject the ISR resides —

(A) In the case of the prime Contractor, with the Contracting Officer; and

(B) In the case of a subcontract with a subcontracting plan, with the entity that awarded the subcontract.

(2) *SSR*. (i) Reports submitted under individual contract plans.

(A) This report encompasses all subcontracting under prime contracts and subcontracts with an executive agency, regardless of the dollar value of the subcontracts. This report also includes indirect costs on a prorated basis when the indirect costs are excluded from the subcontracting goals.

(B) The report may be submitted on a corporate, company or subdivision (e.g. plant or division operating as a separate profit center) basis, unless otherwise directed by the agency.

(C) If the Contractor or a subcontractor is performing work for more than one executive agency, a separate report shall be submitted to each executive agency covering only that agency's contracts, provided at least one of that agency's contracts is over $700,000 (over $1.5 million for construction of a public facility) and contains a subcontracting plan. For DoD, a consolidated report shall be submitted for all contracts awarded by military departments/agencies and/or subcontracts awarded by DoD prime contractors.

(D) The report shall be submitted annually by October 30 for the twelve month period ending September 30. When a Contracting Officer rejects an SSR, the Contractor shall submit a revised report within 30 days of receiving the notice of SSR rejection.

(E) Subcontract awards that are related to work for more than one executive agency shall be appropriately allocated.

(F) The authority to acknowledge or reject SSRs in eSRS, including SSRs submitted by subcontractors with subcontracting plans, resides with the Government agency awarding the prime contracts unless stated otherwise in the contract.

(ii) Reports submitted under a commercial plan.

(A) The report shall include all subcontract awards under the commercial plan in effect during the Government's fiscal year and all indirect costs.

(B) The report shall be submitted annually, within thirty days after the end of the Government's fiscal year.

(C) If a Contractor has a commercial plan and is performing work for more than one executive agency, the Contractor shall specify the percentage of dollars attributable to each agency.

(D) The authority to acknowledge or reject SSRs for commercial plans resides with the Contracting Officer who approved the commercial plan.

52.222-1 NOTICE TO THE GOVERNMENT OF LABOR DISPUTES (FEB 1997)

If the Contractor has knowledge that any actual or potential labor dispute is delaying or threatens to delay the timely performance of this contract, the Contractor shall immediately give notice, including all relevant

information, to the Contracting Officer.

52.222-17 NONDISPLACEMENT OF QUALIFIED WORKERS (MAY 2014)

(a) "Service employee", as used in this clause, means any person engaged in the performance of a service contract other than any person employed in a bona fide executive, administrative, or professional capacity, as those terms are defined in 29 CFR part 541. The term "service employee" includes all such persons regardless of any contractual relationship that may be alleged to exist between a contractor or subcontractor and such persons.

(b) The Contractor and its subcontractors shall, except as otherwise provided herein, in good faith offer those service employees employed under the predecessor contract whose employment will be terminated as a result of award of this contract or the expiration of the contract under which the service employees were hired, a right of first refusal of employment under this contract in positions for which the service employees are qualified.

   (1) The Contractor and its subcontractors shall determine the number of service employees necessary for efficient performance of this contract and may elect to employ fewer employees than the predecessor Contractor employed in connection with performance of the work.

   (2) Except as provided in paragraph (c) of this clause, there shall be no employment opening under this contract, and the Contractor and any subcontractors shall not offer employment under this contract, to any person prior to having complied fully with this obligation.

      (i) The successor Contractor and its subcontractors shall make a bona fide express offer of employment to each service employee as provided herein and shall state the time within which the service employee must accept such offer, but in no case shall the period within which the service employee must accept the offer of employment be less than 10 days.

      (ii) The successor Contractor and its subcontractors shall decide any question concerning a service employee's qualifications based upon the individual's education and employment history, with particular emphasis on the employee's experience on the predecessor contract, and the Contractor may utilize employment screening processes only when such processes are provided for by the contracting agency, are conditions of the service contract, and are consistent with Executive Order 13495.

      (iii) Where the successor Contractor does not initially offer employment to all the predecessor contract service employees, the obligation to offer employment shall continue for 90 days after the successor contractor's first date of performance on the contract.

      (iv) An offer of employment will be presumed to be bona fide even if it is not for a position similar to the one the employee previously held, but is one for which the employee is qualified, and even if it is subject to different employment terms and conditions, including changes to pay or benefits. (See 29 CFR 9.12 for a detailed description of a bonafide offer of employment).

(c)   (1) Notwithstanding the obligation under paragraph (b) of this clause, the successor Contractor and any subcontractors (i) may employ under this contract any service employee who has worked for the contractor or subcontractor for at least three months immediately preceding the commencement of this contract and who would otherwise face lay-off or discharge, (ii) are not required to offer a right of first refusal to any service employee(s) of the predecessor contractor who are not service employees within the meaning of the Service Contract Labor Standards statute, 41 U.S.C. 6701(3), and (iii) are not required to offer a right of first refusal to any service employee(s) of the predecessor contractor whom the Contractor or any of its subcontractors

reasonably believes, based on the particular service employee's past performance, has failed to perform suitably on the job (see 29 CFR 9.12(c)(4) for additional information). The successor Contractor bears the responsibility of demonstrating the appropriateness of claiming any of these exceptions.

(2) In addition, any Contractor or subcontractor that has been certified by the U.S. Small Business Administration as a HUBZone small business concern must ensure that it complies with the statutory and regulatory requirements of the HUBZone Program (*e.g.*, it must ensure that at least 35 percent of all of its employees reside within a HUBZone). The HUBZone small business Contractor or subcontractor must consider whether it can meet the requirements of this clause and Executive Order 13495 while also ensuring it meets the HUBZone Program's requirements.

(3) Nothing in this clause shall be construed to permit a Contractor or subcontractor to fail to comply with any provision of any other Executive order or law. For example, the requirements of the HUBZone Program (see FAR subpart 19.13), Executive Order 11246 (Equal Employment Opportunity), and the Vietnam Era Veterans' Readjustment Assistance Act of 1974 may conflict, in certain circumstances, with the requirements of Executive Order 13495. All applicable laws and Executive orders must be satisfied in tandem with, and if necessary prior to, the requirements of Executive Order 13495, 29 CFR part 9, and this clause.

(d)   (1) The Contractor shall, not less than 30 days before completion of the Contractor's performance of services on the contract, furnish the Contracting Officer with a certified list of the names of all service employees working under this contract and its subcontracts at the time the list is submitted. The list shall also contain anniversary dates of employment of each service employee under this contract and its predecessor contracts with either the current or predecessor contractors or their subcontractors. Where changes to the workforce are made after the submission of the certified list described in this paragraph, the Contractor shall, in accordance with paragraph (e) of this clause, not less than 10 days before completion of the services on this contract, furnish the Contracting Officer with an updated certified list of the names of all service employees employed within the last month of contract performance. The updated list shall also contain anniversary dates of employment, and, where applicable, dates of separation of each service employee under the contract and its predecessor contracts with either the current or predecessor Contractors or their subcontractors.

(2) Immediately upon receipt of the certified service employee list but not before contract award, the contracting officer shall provide the certified service employee list to the successor contractor, and, if requested, to employees of the predecessor contractor or subcontractors or their authorized representatives.

(3) The Contracting Officer will direct the predecessor Contractor to provide written notice (Appendix B to 29 CFR chapter 9) to service employees of their possible right to an offer of employment with the successor contractor. Where a significant portion of the predecessor Contractor's workforce is not fluent in English, the notice shall be provided in English and the language(s) with which service employees are more familiar. The written notice shall be —

          (i) Posted in a conspicuous place at the worksite; or

          (ii) Delivered to the service employees individually. If such delivery is via email, the notification must result in an electronic delivery receipt or some other reliable confirmation that the intended recipient received the notice.

(e)   (1) If required in accordance with 52.222–41(n), the predecessor Contractor shall, not less than 10 days before completion of this contract, furnish the Contracting Officer a certified list of the names of all service employees working under this contract and its subcontracts during the last month of contract performance. The list shall also contain anniversary dates of employment of each service employee under this contract and its predecessor contracts either with the current or predecessor Contractors or their subcontractors. If there are no changes to the workforce before the predecessor contract is completed, then the predecessor Contractor is not required to submit a

revised list 10 days prior to completion of performance and the requirements of 52.222–41(n) are met. When there are changes to the workforce after submission of the 30-day list, the predecessor Contractor shall submit a revised certified list not less than 10 days prior to performance completion.

(2) Immediately upon receipt of the certified service employee list but not before contract award, the contracting officer shall provide the certified service employee list to the successor contractor, and, if requested, to employees of the predecessor contractor or subcontractors or their authorized representatives.

(f) The Contractor and subcontractor shall maintain the following records (regardless of format, e.g., paper or electronic) of its compliance with this clause for not less than a period of three years from the date the records were created.

(1) Copies of any written offers of employment or a contemporaneous written record of any oral offers of employment, including the date, location, and attendance roster of any service employee meeting(s) at which the offers were extended, a summary of each meeting, a copy of any written notice that may have been distributed, and the names of the service employees from the predecessor contract to whom an offer was made.

(2) A copy of any record that forms the basis for any exemption claimed under this part.

(3) A copy of the service employee list provided to or received from the contracting agency.

(4) An entry on the pay records of the amount of any retroactive payment of wages or compensation under the supervision of the Administrator of the Wage and Hour Division to each service employee, the period covered by such payment, and the date of payment, and a copy of any receipt form provided by or authorized by the Wage and Hour Division. The Contractor shall also deliver a copy of the receipt to the service employee and file the original, as evidence of payment by the Contractor and receipt by the service employee, with the Administrator or an authorized representative within 10 days after payment is made.

(g) Disputes concerning the requirements of this clause shall not be subject to the general disputes clause (52.233–1) of this contract. Such disputes shall be resolved in accordance with the procedures of the Department of Labor set forth in 29 CFR part 9. Disputes within the meaning of this clause include disputes between or among any of the following: The Contractor, the contracting agency, the U.S. Department of Labor, and the service employees under the contract or its predecessor contract. The Contracting Officer will refer any service employee who wishes to file a complaint, or ask questions concerning this contract clause, to the: Branch of Government Contracts Enforcement, Wage and Hour Division, U.S. Department of Labor, 200 Constitution Avenue NW., Washington, DC 20210. Contact email: displaced@dol.gov.

(h) The Contractor shall cooperate in any review or investigation by the Department of Labor into possible violations of the provisions of this clause and shall make such records requested by such official(s) available for inspection, copying, or transcription upon request.

(i) If it is determined, pursuant to regulations issued by the Secretary of Labor (Secretary), that the Contractor or its subcontractors are not in compliance with the requirements of this clause or any regulation or order of the Secretary, appropriate sanctions may be imposed and remedies invoked against the Contractor or its subcontractors, as provided in Executive Order 13495, the regulations, and relevant orders of the Secretary, or as otherwise provided by law.

(j) The Contractor shall take such action with respect to any such subcontract as may be directed by the Secretary of Labor as a means of enforcing such provisions, including the imposition of sanctions for noncompliance. However, if the Contractor, as a result of such direction, becomes involved in litigation with a subcontractor, or is threatened with such involvement, the Contractor may request that the United States, through the Secretary, enter into such litigation to protect the interests of the United States.

(k) The Contracting Officer will withhold, or cause to be withheld, from the prime Contractor under this or any other Government contract with the same prime Contractor, such sums as an authorized official of the Department of Labor requests, upon a determination by the Administrator, the Administrative Law Judge, or the Administrative Review Board, that there has been a failure to comply with the terms of this clause and that wages lost as a result of the violations are due to service employees or that other monetary relief is appropriate. If the Contracting Officer or the Administrator, upon final order of the Secretary, finds that the Contractor has failed to provide a list of the names of service employees working under the contract, the Contracting Officer may, in his or her discretion, or upon request by the Administrator, take such action as may be necessary to cause the suspension of the payment of contract funds until such time as the list is provided to the Contracting Officer.

(l) *Subcontracts*. In every subcontract over the simplified acquisition threshold entered into in order to perform services under this contract, the Contractor shall include a provision that ensures —

(1) That each subcontractor will honor the requirements of paragraphs (b) through (c) of this clause with respect to the service employees of a predecessor subcontractor or subcontractors working under this contract, as well as of a predecessor Contractor and its subcontractors;

(2) That the subcontractor will provide the Contractor with the information about the service employees of the subcontractor needed by the Contractor to comply with paragraphs (d) and (e) of this clause; and

(3) The recordkeeping requirements of paragraph (f) of this clause.

52.222-19 CHILD LABOR—COOPERATION WITH AUTHORITIES AND REMEDIES (OCT 2016)

(a) *Applicability.* This clause does not apply to the extent that the Contractor is supplying end products mined, produced, or manufactured in —

(1) Canada, and the anticipated value of the acquisition is $25,000 or more;

(2) Israel, and the anticipated value of the acquisition is $50,000 or more;

(3) Mexico, and the anticipated value of the acquisition is $77,533 or more; or

(4) Armenia, Aruba, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Italy, Japan, Korea, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Montenegro, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Taiwan, Ukraine, or the United Kingdom and the anticipated value of the acquisition is $191,000 or more.

(b) *Cooperation with Authorities.* To enforce the laws prohibiting the manufacture or importation of products mined, produced, or manufactured by forced or indentured child labor, authorized officials may need to conduct investigations to determine whether forced or indentured child labor was used to mine, produce, or manufacture any product furnished under this contract. If the solicitation includes the provision 52.222-18, Certification Regarding Knowledge of Child Labor for Listed End Products, or the equivalent at 52.212-3(i), the Contractor agrees to cooperate fully with authorized officials of the contracting agency, the Department of the Treasury, or the Department of Justice by providing reasonable access to records, documents, persons, or premises upon reasonable request by the authorized officials.

(c) *Violations*. The Government may impose remedies set forth in paragraph (d) for the following violations:

(1) The Contractor has submitted a false certification regarding knowledge of the use of forced or

indentured child labor for listed end products.

(2) The Contractor has failed to cooperate, if required, in accordance with paragraph (b) of this clause, with an investigation of the use of forced or indentured child labor by an Inspector General, Attorney General, or the Secretary of the Treasury.

(3) The Contractor uses forced or indentured child labor in its mining, production, or manufacturing processes.

(4) The Contractor has furnished under the contract end products or components that have been mined, produced, or manufactured wholly or in part by forced or indentured child labor. (The Government will not pursue remedies at paragraph (d)(2) or paragraph (d)(3) of this clause unless sufficient evidence indicates that the Contractor knew of the violation.)

(d) *Remedies*.

(1) The Contracting Officer may terminate the contract.

(2) The suspending official may suspend the Contractor in accordance with procedures in FAR Subpart 9.4.

(3) The debarring official may debar the Contractor for a period not to exceed 3 years in accordance with the procedures in FAR Subpart 9.4.

52.222-21 PROHIBITION OF SEGREGATED FACILITIES (APR 2015)

(a) *Definitions*. As used in this clause —

Gender identity has the meaning given by the Department of Labor's Office of Federal Contract Compliance Programs, and is found at www.dol.gov/ofccp/LGBT/LGBT_FAQs.html.

Segregated facilities means any waiting rooms, work areas, rest rooms and wash rooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees, that are segregated by explicit directive or are in fact segregated on the basis of race, color, religion, sex, sexual orientation, gender identity, or national origin because of written or oral policies or employee custom. The term does not include separate or single-user rest rooms or necessary dressing or sleeping areas provided to assure privacy between the sexes.

Sexual orientation has the meaning given by the Department of Labor's Office of Federal Contract Compliance Programs, and is found at www.dol.gov/ofccp/LGBT/LGBT_FAQs.html.

(b) The Contractor agrees that it does not and will not maintain or provide for its employees any segregated facilities at any of its establishments, and that it does not and will not permit its employees to perform their services at any location under its control where segregated facilities are maintained. The Contractor agrees that a breach of this clause is a violation of the Equal Opportunity clause in this contract.

(c) The Contractor shall include this clause in every subcontract and purchase order that is subject to the Equal Opportunity clause of this contract.

52.222-26 EQUAL OPPORTUNITY (SEP 2016)

(a) *Definition.* As used in this clause.

"Compensation" means any payments made to, or on behalf of, an employee or offered to an applicant as remuneration for employment, including but not limited to salary, wages, overtime pay, shift differentials, bonuses, commissions, vacation and holiday pay, allowances, insurance and other benefits, stock options and awards, profit sharing, and retirement.

"Compensation information" means the amount and type of compensation provided to employees or offered to applicants, including, but not limited to, the desire of the Contractor to attract and retain a particular employee for the value the employee is perceived to add to the Contractor's profit or productivity; the availability of employees with like skills in the marketplace; market research about the worth of similar jobs in the relevant marketplace; job analysis, descriptions, and evaluations; salary and pay structures; salary surveys; labor union agreements; and Contractor decisions, statements and policies related to setting or altering employee compensation.

"Essential job functions" means the fundamental job duties of the employment position an individual holds. A job function may be considered essential if —

(1) The access to compensation information is necessary in order to perform that function or another routinely assigned business task; or

(2) The function or duties of the position include protecting and maintaining the privacy of employee personnel records, including compensation information.

"Gender identity" has the meaning given by the Department of Labor's Office of Federal Contract Compliance Programs, and is found at www.dol.gov/ofccp/LGBT/LGBT_FAQs.html.

"Sexual orientation" has the meaning given by the Department of Labor's Office of Federal Contract Compliance Programs, and is found at www.dol.gov/ofccp/LGBT/LGBT_FAQs.html.

"United States," means the 50 States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, the U.S. Virgin Islands, and Wake Island.

(b)   (1) If, during any 12-month period (including the 12 months preceding the award of this contract), the Contractor has been or is awarded nonexempt Federal contracts and/or subcontracts that have an aggregate value in excess of $10,000, the Contractor shall comply with this clause, except for work performed outside the United States by employees who were not recruited within the United States. Upon request, the Contractor shall provide information necessary to determine the applicability of this clause.

(2) If the Contractor is a religious corporation, association, educational institution, or society, the requirements of this clause do not apply with respect to the employment of individuals of a particular religion to perform work connected with the carrying on of the Contractor's activities (41 CFR 60-1.5).

(c)   (1) The Contractor shall not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. However, it shall not be a violation of this clause for the Contractor to extend a publicly announced preference in employment to Indians living on or near an Indian reservation, in connection with employment opportunities on or near an Indian reservation, as permitted by 41 CFR 60-1.5.

(2) The Contractor shall take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, or national origin. This shall include, but not be limited to —

(i) Employment;

(ii) Upgrading;

(iii) Demotion;

(iv) Transfer;

(v) Recruitment or recruitment advertising;

(vi) Layoff or termination;

(vii) Rates of pay or other forms of compensation; and

(viii) Selection for training, including apprenticeship.

(3) The Contractor shall post in conspicuous places available to employees and applicants for employment the notices to be provided by the Contracting Officer that explain this clause.

(4) The Contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.

(5) (i) The Contractor shall not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This prohibition against discrimination does not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the Contractor's legal duty to furnish information.

(ii) The Contractor shall disseminate the prohibition on discrimination in paragraph (c)(5)(i) of this clause, using language prescribed by the Director of the Office of Federal Contract Compliance Programs (OFCCP), to employees and applicants by —

(A) Incorporation into existing employee manuals or handbooks; and

(B) Electronic posting or by posting a copy of the provision in conspicuous places available to employees and applicants for employment.

(6) The Contractor shall send, to each labor union or representative of workers with which it has a collective bar-gaining agreement or other contract or understanding, the notice to be provided by the Contracting Officer advising the labor union or workers' representative of the Contractor's commitments under this clause, and post copies of the notice in conspicuous places available to employees and applicants for employment.

(7) The Contractor shall comply with Executive Order 11246, as amended, and the rules, regulations, and orders of the Secretary of Labor.

(8) The Contractor shall furnish to the contracting agency all information required by Executive Order 11246, as amended, and by the rules, regulations, and orders of the Secretary of Labor. The Contractor shall also file Standard Form 100 (EEO-1), or any successor form, as prescribed in 41 CFR Part 60-1. Unless the Contractor has filed within the 12 months preceding the date of contract award, the Contractor shall, within 30 days after contract award, apply to either the regional Office of Federal Contract Compliance Programs (OFCCP) or the local office of the Equal Employment Opportunity Commission for the necessary forms.

(9) The Contractor shall permit access to its premises, during normal business hours, by the contracting agency or the OFCCP for the purpose of conducting on-site compliance evaluations and complaint investigations. The Contractor shall permit the Government to inspect and copy any books, accounts, records (including computerized records), and other material that may be relevant to the matter under investigation and pertinent to compliance with Executive Order

11246, as amended, and rules and regulations that implement the Executive Order.

(10) If the OFCCP determines that the Contractor is not in compliance with this clause or any rule, regulation, or order of the Secretary of Labor, this contract may be canceled, terminated, or suspended in whole or in part and the Contractor may be declared ineligible for further Government contracts, under the procedures authorized in Executive Order 11246, as amended. In addition, sanctions may be imposed and remedies invoked against the Contractor as provided in Executive Order 11246, as amended; in the rules, regulations, and orders of the Secretary of Labor; or as otherwise provided by law.

(11) The Contractor shall include the terms and conditions of this clause in every subcontract or purchase order that is not exempted by the rules, regulations, or orders of the Secretary of Labor issued under Executive Order 11246, as amended, so that these terms and conditions will be binding upon each subcontractor or vendor.

(12) The Contractor shall take such action with respect to any subcontract or purchase order as the Director of OFCCP may direct as a means of enforcing these terms and conditions, including sanctions for noncompliance, provided, that if the Contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of any direction, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

(d) Notwithstanding any other clause in this contract, disputes relative to this clause will be governed by the procedures in 41 CFR 60-1.1.

52.222-29 NOTIFICATION OF VISA DENIAL (APR 2015)

(a) *Definitions*. As used in this clause —

Gender identity has the meaning given by the Department of Labor's Office of Federal Contract Compliance Programs, and is found at www.dol.gov/ofccp/LGBT/LGBT_FAQs.html.

Sexual orientation has the meaning given by the Department of Labor's Office of Federal Contract Compliance Programs, and is found at www.dol.gov/ofccp/LGBT/LGBT_FAQs.html.

(b) *Requirement to notify*.

(1) It is a violation of Executive Order 11246 for a Contractor to refuse to employ any applicant or not to assign any person hired in the United States, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, the U.S. Virgin Islands, or Wake Island, on the basis that the individual's race, color, religion, sex, sexual orientation, gender identity, or national origin is not compatible with the policies of the country where or for whom the work will be performed (41 CFR 60–1.10).

(2) The Contractor shall notify the U.S. Department of State, Assistant Secretary, Bureau of Political-Military Affairs (PM), 2201 C Street NW., Room 6212, Washington, DC 20520, and the U.S. Department of Labor, Deputy Assistant Secretary for Federal Contract Compliance, when it has knowledge of any employee or potential employee being denied an entry visa to a country where this contract will be performed, and it believes the denial is attributable to the race, color, religion, sex, sexual orientation, gender identity, or national origin of the employee or potential employee.

52.222-3 CONVICT LABOR (JUN 2003)

(a) Except as provided in paragraph (b) of this clause, the Contractor shall not employ in the performance of this contract any person undergoing a sentence of imprisonment imposed by any court

of a State, the District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, or the U.S. Virgin Islands.

(b) The Contractor is not prohibited from employing persons—

(1) On parole or probation to work at paid employment during the term of their sentence;

(2) Who have been pardoned or who have served their terms; or

(3) Confined for violation of the laws of any of the States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, American Samoa, Guam, or the U.S. Virgin Islands who are authorized to work at paid employment in the community under the laws of such jurisdiction, if—

(i) The worker is paid or is in an approved work training program on a voluntary basis;

(ii) Representatives of local union central bodies or similar labor union organizations have been consulted;

(iii) Such paid employment will not result in the displacement of employed workers, or be applied in skills, crafts, or trades in which there is a surplus of available gainful labor in the locality, or impair existing contracts for services;

(iv) The rates of pay and other conditions of employment will not be less than those paid or provided for work of a similar nature in the locality in which the work is being performed; and

(v) The Attorney General of the United States has certified that the work-release laws or regulations of the jurisdiction involved are in conformity with the requirements of Executive Order 11755, as amended by Executive Orders 12608 and 12943.

52.222-35 EQUAL OPPORTUNITY FOR VETERANS (OCT 2015)

(a) *Definitions.* As used in this clause —

"Active duty wartime or campaign badge veteran," "Armed Forces service medal veteran," "disabled veteran," "protected veteran," "qualified disabled veteran," and "recently separated veteran" have the meanings given at
FAR 22.1301.

(b) *Equal opportunity clause.* The Contractor shall abide by the requirements of the equal opportunity clause at 41 CFR 60–300.5(a), as of March 24, 2014. This clause prohibits discrimination against qualified protected veterans, and requires affirmative action by the Contractor to employ and advance in employment qualified protected veterans.

(c) *Subcontracts.* The Contractor shall insert the terms of this clause in subcontracts of $150,000 or more unless exempted by rules, regulations, or orders of the Secretary of Labor. The Contractor shall act as specified by the Director, Office of Federal Contract Compliance Programs, to enforce the terms, including action for noncompliance. Such necessary changes in language may be made as shall be appropriate to identify properly the parties and their undertakings.

52.222-36 EQUAL OPPORTUNITY FOR WORKERS WITH DISABILITIES (JUL 2014)

(a) *Equal opportunity clause.* The Contractor shall abide by the requirements of the equal opportunity clause at 41 CFR 60– 741.5(a), as of March 24, 2014. This clause prohibits discrimination against qualified individuals on the basis of disability, and requires affirmative action by the Contractor to

employ and advance in employment qualified individuals with disabilities.

(b) *Subcontracts*. The Contractor shall include the terms of this clause in every subcontract or purchase order in excess of $15,000 unless exempted by rules, regulations, or orders of the Secretary, so that such provisions will be binding upon each subcontractor or vendor. The Contractor shall act as specified by the Director, Office of Federal Contract Compliance Programs of the U.S. Department of Labor, to enforce the terms, including action for noncompliance. Such necessary changes in language may be made as shall be appropriate to identify properly the parties and their undertakings

52.222-37 EMPLOYMENT REPORTS ON VETERANS (FEB 2016)

(a) *Definitions.* As used in this clause, "active duty wartime or campaign badge veteran," "Armed Forces service medal veteran," "disabled veteran," "protected veteran," and "recently separated veteran," have the meanings given in FAR 22.1301.

(b) Unless the Contractor is a State or local government agency, the Contractor shall report at least annually, as required by the Secretary of Labor, on —

(1) The total number of employees in the contractor's workforce, by job category and hiring location, who are protected veterans (*i.e.*, active duty wartime or campaign badge veterans, Armed Forces service medal veterans, disabled veterans, and recently separated veterans);

(2) The total number of new employees hired during the period covered by the report, and of the total, the number of protected veterans (*i.e.*, active duty wartime or campaign badge veterans, Armed Forces service medal veterans, disabled veterans, and recently separated veterans); and

(3) The maximum number and minimum number of employees of the Contractor or subcontractor at each hiring location during the period covered by the report.

(c) The Contractor shall report the above items by filing the VETS–4212 "Federal Contractor Veterans' Employment Report" (see "VETS–4212 Federal Contractor Reporting" and "Filing Your VETS–4212 Report" at http://www.dol.gov/vets/vets4212.htm).

(d) The Contractor shall file VETS-4212 Reports no later than September 30 of each year.

(e) The employment activity report required by paragraphs (b)(2) and (b)(3) of this clause shall reflect total new hires, and maximum and minimum number of employees, during the most recent 12–month period preceding the ending date selected for the report. Contractors may select an ending date –

(1) As of the end of any pay period between July 1 and August 31 of the year the report is due; or

(2) As of December 31, if the Contractor has prior written approval from the Equal Employment Opportunity Commission to do so for purposes of submitting the Employer Information Report EEO-1 (Standard Form 100).

(f) The number of veterans reported must be based on data known to the contractor when completing the VETS-4212. The contractor's knowledge of veterans status may be obtained in a variety of ways, including an invitation to applicants to self-identify (in accordance with 41 CFR 60-300.42), voluntary self-disclosure by employees, or actual knowledge of veteran status by the contractor. This paragraph does not relieve an employer of liability for discrimination under 38 U.S.C. 4212.

(g) The Contractor shall insert the terms of this clause in subcontracts of $150,000 or more unless exempted by rules, regulations, or orders of the Secretary of Labor.

52.222-40 NOTIFICATION OF EMPLOYEE RIGHTS UNDER THE NATIONAL LABOR RELATIONS ACT (DEC 2010)

(a) During the term of this contract, the Contractor shall post an employee notice, of such size and in such form, and containing such content as prescribed by the Secretary of Labor, in conspicuous places in and about its plants and offices where employees covered by the National Labor Relations Act engage in activities relating to the performance of the contract, including all places where notices to employees are customarily posted both physically and electronically, in the languages employees speak, in accordance with 29 CFR 471.2(d) and (f).

(1) Physical posting of the employee notice shall be in conspicuous places in and about the Contractor's plants and offices so that the notice is prominent and readily seen by employees who are covered by the National Labor Relations Act and engage in activities related to the performance of the contract.

(2) If the Contractor customarily posts notices to employees electronically, then the Contractor shall also post the required notice electronically by displaying prominently, on any Web site that is maintained by the Contractor and is customarily used for notices to employees about terms and conditions of employment, a link to the Department of Labor's Web site that contains the full text of the poster. The link to the Department's Web site, as referenced in (b)(3) of this section, must read, "Important Notice about Employee Rights to Organize and Bargain Collectively with Their Employers."

(b) This required employee notice, printed by the Department of Labor, may be —

(1) Obtained from the Division of Interpretations and Standards, Office of Labor-Management Standards, U.S. Department of Labor, 200 Constitution Avenue, NW., Room N-5609, Washington, DC 20210, (202) 693-0123, or from any field office of the Office of Labor-Management Standards or Office of Federal Contract Compliance Programs;

(2) Provided by the Federal contracting agency if requested;

(3) Downloaded from the Office of Labor- Management Standards Web site at http://www.dol.gov/olms/regs/compliance/EO13496.htm; or

(4) Reproduced and used as exact duplicate copies of the Department of Labor's official poster.

(c) The required text of the employee notice referred to in this clause is located at Appendix A, Subpart A, 29 CFR Part 471.

(d) The Contractor shall comply with all provisions of the employee notice and related rules, regulations, and orders of the Secretary of Labor.

(e) In the event that the Contractor does not comply with the requirements set forth in paragraphs (a) through (d) of this clause, this contract may be terminated or suspended in whole or in part, and the Contractor may be suspended or debarred in accordance with 29 CFR 471.14 and subpart 9.4. Such other sanctions or remedies may be imposed as are provided by 29 CFR part 471, which implements Executive Order 13496 or as otherwise provided by law.

(f) *Subcontracts*.

(1) The Contractor shall include the substance of this clause, including this paragraph (f), in every subcontract that exceeds $10,000 and will be performed wholly or partially in the United States, unless exempted by the rules, regulations, or orders of the Secretary of Labor issued pursuant to section 3 of Executive Order 13496 of January 30, 2009, so that such provisions will be binding upon each subcontractor.

(2) The Contractor shall not procure supplies or services in a way designed to avoid the applicability of Executive Order 13496 or this clause.

(3) The Contractor shall take such action with respect to any such subcontract as may be directed

by the Secretary of Labor as a means of enforcing such provisions, including the imposition of sanctions for noncompliance.

(4) However, if the Contractor becomes involved in litigation with a subcontractor, or is threatened with such involvement, as a result of such direction, the Contractor may request the United States, through the Secretary of Labor, to enter into such litigation to protect the interests of the United States.

52.222-41 SERVICE CONTRACT LABOR STANDARDS (MAY 2014)

(a) *Definitions*. As used in this clause –

Contractor when this clause is used in any subcontract, shall be deemed to refer to the subcontractor, except in the term "Government Prime Contractor."

Service employee means any person engaged in the performance of this contract other than any person employed in a bona fide executive, administrative, or professional capacity, as these terms are defined in Part 541 of Title 29, Code of Federal Regulations, as revised. It includes all such persons regardless of any contractual relationship that may be alleged to exist between a Contractor or subcontractor.

(b) *Applicability*. This contract is subject to the following provisions and to all other applicable provisions of 41 U.S.C. chapter 67, Service Contract Labor Standards, and regulations of the Secretary of Labor (29 CFR Part 4). This clause does not apply to contracts or subcontracts administratively exempted by the Secretary of Labor or exempted by 41 U.S.C. 6702, as interpreted in Subpart C of 29 CFR Part 4.

(c) *Compensation.* (1) Each service employee employed in the performance of this contract by the Contractor or any subcontractor shall be paid not less than the minimum monetary wages and shall be furnished fringe benefits in accordance with the wages and fringe benefits determined by the Secretary of Labor or authorized representative, as specified in any wage determination attached to this contract.

(2)   (i) If a wage determination is attached to this contract, the Contractor shall classify any class of service employee which is not listed herein and which is to be employed under the contract (i.e., the work to be performed is not performed by any classification listed in the wage determination), so as to provide a reasonable relationship (i.e., appropriate level of skill comparison) between such unlisted classifications and the classifications listed in the wage determination. Such conformed class of employees shall be paid the monetary wages and furnished the fringe benefits as are determined pursuant to the procedures in this paragraph (c).

(ii) This conforming procedure shall be initiated by the Contractor prior to the performance of contract work by the unlisted class of employee. The Contractor shall submit Standard Form (SF) 1444, Request for Authorization of Additional Classification and Rate, to the Contracting Officer no later than 30 days after the unlisted class of employee performs any contract work. The Contracting Officer shall review the proposed classification and rate and promptly submit the completed SF 1444 (which must include information regarding the agreement or disagreement of the employees' authorized representatives or the employees themselves together with the agency recommendation), and all pertinent information to the Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor. The Wage and Hour Division will approve, modify, or disapprove the action or render a final determination in the event of disagreement within 30 days of receipt or will notify the Contracting Officer within 30 days of receipt that additional time is necessary.

(iii) The final determination of the conformance action by the Wage and Hour Division shall be transmitted to the Contracting Officer who shall promptly notify the Contractor of the action taken. Each affected employee shall be furnished by the Contractor with a

written copy of such determination or it shall be posted as a part of the wage determination.

(iv)   (A) The process of establishing wage and fringe benefit rates that bear a reasonable relationship to those listed in a wage determination cannot be reduced to any single formula. The approach used may vary from wage determination to wage determination depending on the circumstances. Standard wage and salary administration practices which rank various job classifications by pay grade pursuant to point schemes or other job factors may, for example, be relied upon. Guidance may also be obtained from the way different jobs are rated under Federal pay systems (Federal Wage Board Pay System and the General Schedule) or from other wage determinations issued in the same locality. Basic to the establishment of any conformable wage rate(s) is the concept that a pay relationship should be maintained between job classifications based on the skill required and the duties performed.

(B) In the case of a contract modification, an exercise of an option or extension of an existing contract, or in any other case where a Contractor succeeds a contract under which the classification in question was previously conformed pursuant to paragraph (c) of this clause, a new conformed wage rate and fringe benefits may be assigned to the conformed classification by indexing (i.e., adjusting) the previous conformed rate and fringe benefits by an amount equal to the average (mean) percentage increase (or decrease, where appropriate) between the wages and fringe benefits specified for all classifications to be used on the contract which are listed in the current wage determination, and those specified for the corresponding classifications in the previously applicable wage determination. Where conforming actions are accomplished in accordance with this paragraph prior to the performance of contract work by the unlisted class of employees, the Contractor shall advise the Contracting Officer of the action taken but the other procedures in subdivision (c)(2)(ii) of this clause need not be followed.

(C) No employee engaged in performing work on this contract shall in any event be paid less than the currently applicable minimum wage specified under section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended.

(v) The wage rate and fringe benefits finally determined under this paragraph (c)(2) of this clause shall be paid to all employees performing in the classification from the first day on which contract work is performed by them in the classification. Failure to pay the unlisted employees the compensation agreed upon by the interested parties and/or finally determined by the Wage and Hour Division retroactive to the date such class of employees commenced contract work shall be a violation of the Service Contract Labor Standards statute and this contract.

(vi) Upon discovery of failure to comply with subparagraphs (b)(2) of this clause, the Wage and Hour Division shall make a final determination of conformed classification, wage rate, and/or fringe benefits which shall be retroactive to the date such class or classes of employees commenced contract work.

(3) Adjustment of Compensation. If the term of this contract is more than 1 year, the minimum monetary wages and fringe benefits required to be paid or furnished thereunder to service employees under the contract shall be subject to adjustment after 1 year and not less often than once every 2 years, under wage determinations issued by the Wage and Hour Division.

(d) *Obligation to Furnish Fringe Benefits*. The Contractor or subcontractor may discharge the obligation to furnish fringe benefits specified in the attachment or determined under subparagraph (c)(2) of this clause by furnishing equivalent combinations of bona fide fringe benefits, or by making equivalent or differential cash payments, only in accordance with Subpart D of 29 CFR Part 4.

(e) *Minimum Wage*. In the absence of a minimum wage attachment for this contract, neither the Contractor nor any subcontractor under this contract shall pay any person performing work under this contract (regardless of whether the person is a service employee) less than the minimum wage specified by section 6(a)(1) of the Fair Labor Standards Act of 1938. Nothing in this clause shall relieve the Contractor or any subcontractor of any other obligation under law or contract for payment of a higher wage to any employee.

(f) *Successor Contracts*. If this contract succeeds a contract subject to the Service Contract Labor Standards statute under which substantially the same services were furnished in the same locality and service employees were paid wages and fringe benefits provided for in a collective bargaining agreement, in the absence of the minimum wage attachment for this contract setting forth such collectively bargained wage rates and fringe benefits, neither the Contractor nor any subcontractor under this contract shall pay any service employee performing any of the contract work (regardless of whether or not such employee was employed under the predecessor contract), less than the wages and fringe benefits provided for in such collective bargaining agreement, to which such employee would have been entitled if employed under the predecessor contract, including accrued wages and fringe benefits and any prospective increases in wages and fringe benefits provided for under such agreement. No Contractor or subcontractor under this contract may be relieved of the foregoing obligation unless the limitations of 29 CFR 4.1b(b) apply or unless the Secretary of Labor or the Secretary's authorized representative finds, after a hearing as provided in 29 CFR 4.10 that the wages and/or fringe benefits provided for in such agreement are substantially at variance with those which prevail for services of a character similar in the locality, or determines, as provided in 29 CFR 4.11, that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's length negotiations. Where it is found in accordance with the review procedures provided in 29 CFR 4.10 and/or 4.11 and Parts 6 and 8 that some or all of the wages and/or fringe benefits contained in a predecessor Contractor's collective bargaining agreement are substantially at variance with those which prevail for services of a character similar in the locality, and/or that the collective bargaining agreement applicable to service employees employed under the predecessor contract was not entered into as a result of arm's length negotiations, the Department will issue a new or revised wage determination setting forth the applicable wage rates and fringe benefits. Such determination shall be made part of the contract or subcontract, in accordance with the decision of the Administrator, the Administrative Law Judge, or the Administrative Review Board, as the case may be, irrespective of whether such issuance occurs prior to or after the award of a contract or subcontract (53 Comp. Gen. 401 (1973)). In the case of a wage determination issued solely as a result of a finding of substantial variance, such determination shall be effective as of the date of the final administrative decision.

(g) *Notification to employees*. The Contractor and any subcontractor under this contract shall notify each service employee commencing work on this contract of the minimum monetary wage and any fringe benefits required to be paid pursuant to this contract, or shall post the wage determination attached to this contract. The poster provided by the Department of Labor (Publication WH 1313) shall be posted in a prominent and accessible place at the worksite. Failure to comply with this requirement is a violation of 41 U.S.C. 6703 and of this contract.

(h) *Safe and Sanitary Working Conditions*. The Contractor or subcontractor shall not permit any part of the services called for by this contract to be performed in buildings or surroundings or under working conditions provided by or under the control or supervision of the Contractor or subcontractor which are unsanitary or hazardous or dangerous to the health or safety of the service employee. The Contractor or subcontractor shall comply with the safety and health standards applied under 29 CFR Part 1925.

(i) *Records*. (1) The Contractor and each subcontractor performing work subject to the Service Contract Labor Standards statute shall make and maintain for 3 years from the completion of the work, and make them available for inspection and transcription by authorized representatives of the Wage and Hour Division, Employment Standards Administration, a record of the following:

      (i) For each employee subject to the Service Contract Labor Standards statute —

         (A) Name and address and social security number;

(B) Correct work classification or classifications, rate or rates of monetary wages paid and fringe benefits provided, rate or rates of payments in lieu of fringe benefits, and total daily and weekly compensation;

(C) Daily and weekly hours worked by each employee; and

(D) Any deductions, rebates, or refunds from the total daily or weekly compensation of each employee.

(ii) For those classes of service employees not included in any wage determination attached to this contract, wage rates or fringe benefits determined by the interested parties or by the Administrator or authorized representative under the terms of paragraph (c) of this clause. A copy of the report required by subdivision (c)(2)(ii) of this clause will fulfill this requirement.

(iii) Any list of the predecessor Contractor's employees which had been furnished to the Contractor as prescribed by paragraph (n) of this clause.

(2) The Contractor shall also make available a copy of this contract for inspection or transcription by authorized representatives of the Wage and Hour Division.

(3) Failure to make and maintain or to make available these records for inspection and transcription shall be a violation of the regulations and this contract, and in the case of failure to produce these records, the Contracting Officer, upon direction of the Department of Labor and notification to the Contractor, shall take action to cause suspension of any further payment or advance of funds until the violation ceases.

(4) The Contractor will permit authorized representatives of the Wage and Hour Division to conduct interviews with employees at the worksite during normal working hours.

(j) *Pay Periods*. The Contractor shall unconditionally pay to each employee subject to the Service Contract Labor Standards statute all wages due free and clear and without subsequent deduction (except as otherwise provided by law or regulations, 29 CFR Part 4), rebate, or kickback on any account. These payments shall be made no later than one pay period following the end of the regular pay period in which the wages were earned or accrued. A pay period under this statute may not be of any duration longer than semi-monthly.

(k) *Withholding of Payments and Termination of Contract.* The Contracting Officer shall withhold or cause to be withheld from the Government Prime Contractor under this or any other Government contract with the Prime Contractor such sums as an appropriate official of the Department of Labor requests or such sums as the Contracting Officer decides may be necessary to pay underpaid employees employed by the Contractor or subcontractor. In the event of failure to pay any employees subject to the Service Contract Labor Standards statute all or part of the wages or fringe benefits due under the Service Contract Labor Standards statute, the Contracting Officer may, after authorization or by direction of the Department of Labor and written notification to the Contractor, take action to cause suspension of any further payment or advance of funds until such violations have ceased. Additionally, any failure to comply with the requirements of this clause may be grounds for termination of the right to proceed with the contract work. In such event, the Government may enter into other contracts or arrangements for completion of the work, charging the Contractor in default with any additional cost.

(l) *Subcontract*s. The Contractor agrees to insert this clause in all subcontracts subject to the Service Contract Labor Standards statute.

(m) *Collective Bargaining Agreements Applicable to Service Employees*. If wages to be paid or fringe benefits to be furnished any service employees employed by the Government prime Contractor or any subcontractor under the contract are provided for in a collective bargaining agreement which is or will be effective during any period in which the contract is being performed, the Government prime Contractor shall report such fact to the Contracting Officer, together with full information as to the

application and accrual of such wages and fringe benefits, including any prospective increases, to service employees engaged in work on the contract, and a copy of the collective bargaining agreement. Such report shall be made upon commencing performance of the contract, in the case of collective bargaining agreements effective at such time, and in the case of such agreements or provisions or amendments thereof effective at a later time during the period of contract performance such agreements shall be reported promptly after negotiation thereof.

(n) *Seniority List*. Not less than 10 days prior to completion of any contract being performed at a Federal facility where service employees may be retained in the performance of the succeeding contract and subject to a wage determination which contains vacation or other benefit provisions based upon length of service with a Contractor (predecessor) or successor (29 CFR 4.173), the incumbent prime Contractor shall furnish to the Contracting Officer a certified list of the names of all service employees on the Contractor's or subcontractor's payroll during the last month of contract performance. Such list shall also contain anniversary dates of employment on the contract either with the current or predecessor Contractors of each such service employee. The Contracting Officer shall turn over such list to the successor Contractor at the commencement of the succeeding contract.

(o) *Ruling and Interpretations*. Rulings and interpretations of the Service Contract Labor Standards statute are contained in Regulations, 29 CFR Part 4.

(p) *Contractor's Certification*. (1) By entering into this contract, the Contractor (and officials thereof) certifies that neither it nor any person or firm who has a substantial interest in the Contractor's firm is a person or firm ineligible to be awarded Government contracts by virtue of the sanctions imposed under 41 U.S.C. 6706.

(2) No part of this contract shall be subcontracted to any person or firm ineligible for award of a Government contract under 41 U.S.C. 6706.

(3) The penalty for making false statements is prescribed in the U.S. Criminal Code, 18 U.S.C. 1001.

(q) *Variations, Tolerances, and Exemptions Involving Employment*. Notwithstanding any of the provisions in paragraphs (b) through (o) of this clause, the following employees may be employed in accordance with the following variations, tolerances, and exemptions, which the Secretary of Labor, pursuant to 41 U.S.C. 6707 prior to its amendment by Pub. L. 92-473, found to be necessary and proper in the public interest or to avoid serious impairment of the conduct of Government business:

(1) Apprentices, student-learners, and workers whose earning capacity is impaired by age, physical or mental deficiency, or injury may be employed at wages lower than the minimum wages otherwise required by 41 U.S.C. 6703(1) without diminishing any fringe benefits or cash payments in lieu thereof required under 41 U.S.C. 6703(2), in accordance with the conditions and procedures prescribed for the employment of apprentices, student-learners, persons with disabilities, and disabled clients of work centers under section 14 of the Fair Labor Standards Act of 1938, in the regulations issued by the Administrator (29 CFR parts 520, 521, 524, and 525).

(2) The Administrator will issue certificates under the statute for the employment of apprentices, student-learners, persons with disabilities, or disabled clients of work centers not subject to the Fair Labor Standards Act of 1938, or subject to different minimum rates of pay under the two statutes, authorizing appropriate rates of minimum wages (but without changing requirements concerning fringe benefits or supplementary cash payments in lieu thereof), applying procedures prescribed by the applicable regulations issued under the Fair Labor Standards Act of 1938 (29 CFR parts 520, 521, 524, and 525).

(3) The Administrator will also withdraw, annul, or cancel such certificates in accordance with the regulations in 29 CFR Parts 525 and 528.

(r) *Apprentices*. Apprentices will be permitted to work at less than the predetermined rate for the work they perform when they are employed and individually registered in a bona fide apprenticeship program

registered with a State Apprenticeship Agency which is recognized by the U.S. Department of Labor, or if no such recognized agency exists in a State, under a program registered with the Office of Apprenticeship Training, Employer, and Labor Services (OATELS), U.S. Department of Labor. Any employee who is not registered as an apprentice in an approved program shall be paid the wage rate and fringe benefits contained in the applicable wage determination for the journeyman classification of work actually performed. The wage rates paid apprentices shall not be less than the wage rate for their level of progress set forth in the registered program, expressed as the appropriate percentage of the journeyman's rate contained in the applicable wage determination. The allowable ratio of apprentices to journeymen employed on the contract work in any craft classification shall not be greater than the ratio permitted to the Contractor as to his entire work force under the registered program.

(s) *Tips*. An employee engaged in an occupation in which the employee customarily and regularly receives more than $30 a month in tips may have the amount of these tips credited by the employer against the minimum wage required by 41 U.S.C. 6703(1), in accordance with section 3(m) of the Fair Labor Standards Act and Regulations, 29 CFR Part 531. However, the amount of credit shall not exceed $1.34 per hour beginning January 1, 1981. To use this provision —

> (1) The employer must inform tipped employees about this tip credit allowance before the credit is utilized;

> (2) The employees must be allowed to retain all tips (individually or through a pooling arrangement and regardless of whether the employer elects to take a credit for tips received);

> (3) The employer must be able to show by records that the employee receives at least the applicable Service Contract Labor Standards minimum wage through the combination of direct wages and tip credit;

> (4) The use of such tip credit must have been permitted under any predecessor collective bargaining agreement applicable by virtue of 41 U.S.C. 6707(c).

(t) *Disputes Concerning Labor Standards*. The U.S. Department of Labor has set forth in 29 CFR Parts 4, 6, and 8 procedures for resolving disputes concerning labor standards requirements. Such disputes shall be resolved in accordance with those procedures and not the Disputes clause of this contract. Disputes within the meaning of this clause include disputes between the Contractor (or any of its subcontractors) and the contracting agency, the U.S. Department of Labor, or the employees or their representatives.

52.222-42 STATEMENT OF EQUIVALENT RATES FOR FEDERAL HIRES (MAY 2014)

In compliance with the Service Contract Labor Standards statute and the regulations of the Secretary of Labor (29 CFR part 4), this clause identifies the classes of service employees expected to be employed under the contract and states the wages and fringe benefits payable to each if they were employed by the contracting agency subject to the provisions of 5 U.S.C. 5341 or 5332.

This Statement is for Information Only: It Is Not a Wage Determination

Employee Class	Monetary Wage – Fringe Benefits
.	.
.	.
.	.

**52.222-43 FAIR LABOR STANDARDS ACT AND SERVICE
CONTRACT LABOR STANDARDS—PRICE ADJUSTMENT
(MULTIPLE YEAR AND OPTION CONTRACTS) (MAY 2014)**

(a) This clause applies to both contracts subject to area prevailing wage determinations and contracts subject to collective bargaining agreements.

(b) The Contractor warrants that the prices in this contract do not include any allowance for any contingency to cover increased costs for which adjustment is provided under this clause.

(c) The wage determination, issued under the Service Contract Labor Standards statute, (41 U.S.C. chapter 67), by the Administrator, Wage and Hour Division, Employment Standards Administration, U.S. Department of Labor, current on the anniversary date of a multiple year contract or the beginning of each renewal option period, shall apply to this contract. If no such determination has been made applicable to this contract, then the Federal minimum wage as established by section 6(a)(1) of the Fair Labor Standards Act of 1938, as amended, (29 U.S.C. 206) current on the anniversary date of a multiple year contract or the beginning of each renewal option period, shall apply to this contract.

(d) The contract price, contract unit price labor rates, or fixed hourly labor rates will be adjusted to reflect the Contractor's actual increase or decrease in applicable wages and fringe benefits to the extent that the increase is made to comply with or the decrease is voluntarily made by the Contractor as a result of:

   (1) The Department of Labor wage determination applicable on the anniversary date of the multiple year contract, or at the beginning of the renewal option period. For example, the prior year wage determination required a minimum wage rate of $4.00 per hour. The Contractor chose to pay $4.10. The new wage determination increases the minimum rate to $4.50 per hour. Even if the Contractor voluntarily increases the rate to $4.75 per hour, the allowable price adjustment is $.40 per hour;

   (2) An increase or decrease wage determination otherwise applied to the contract by operation of law; or

   (3) An amendment to the Fair Labor Standards Act of 1938 that is enacted after award of this contract, affects the minimum wage, and becomes applicable to this contract under law.

(e) Any adjustment will be limited to increases or decreases in wages and fringe benefits as described in paragraph (d) of this clause, and the accompanying increases or decreases in social security and unemployment taxes and workers' compensation insurance, but shall not otherwise include any amount for general and administrative costs, overhead, or profit.

(f) The Contractor shall notify the Contracting Officer of any increase claimed under this clause within 30 days after receiving a new wage determination unless this notification period is extended in writing by the Contracting Officer. The Contractor shall promptly notify the Contracting Officer of any decrease under this clause, but nothing in the clause shall preclude the Government from asserting a claim within the period permitted by law. The notice shall contain a statement of the amount claimed and the change in fixed hourly rates (if this is a time-and-materials or labor-hour contract), and any relevant supporting data, including payroll records, that the Contracting Officer may reasonably require. Upon agreement of the parties, the contract price, contract unit price labor rates, or fixed hourly rates shall be modified in writing. The Contractor shall continue performance pending agreement on or determination of any such adjustment in its effective date.

(g) The Contracting Officer or an authorized representative shall have access to and the right to examine any directly pertinent books, documents, papers and records of the Contractor until the expiration of 3 years after final payment under the contract.

52.222-50 COMBATING TRAFFICKING IN PERSONS (MAR 2015)

(a) *Definitions*. As used in this clause —

Agent means any individual, including a director, an officer, an employee, or an independent contractor, authorized to act on behalf of the organization.

Coercion means —

(1) Threats of serious harm to or physical restraint against any person;

(2) Any scheme, plan, or pattern intended to cause a person to believe that failure to perform an act would result in serious harm to or physical restraint against any person; or

(3) The abuse or threatened abuse of the legal process.

Commercially available off-the-shelf (COTS) item means —

(1) Any item of supply (including construction material) that is —

(i) A commercial item (as defined in paragraph (1) of the definition at FAR 2.101);

(ii) Sold in substantial quantities in the commercial marketplace; and

(iii) Offered to the Government, under a contract or subcontract at any tier, without modification, in the same form in which it is sold in the commercial marketplace; and

(2) Does not include bulk cargo, as defined in 46 U.S.C. 40102(4), such as agricultural products and petroleum products.

Commercial sex act means any sex act on account of which anything of value is given to or received by any person.

Debt bondage means the status or condition of a debtor arising from a pledge by the debtor of his or her personal services or of those of a person under his or her control as a security for debt, if the value of those services as reasonably assessed is not applied toward the liquidation of the debt or the length and nature of those services are not respectively limited and defined.

Employee means an employee of the Contractor directly engaged in the performance of work under the contract who has other than a minimal impact or involvement in contract performance.

Forced Labor means knowingly providing or obtaining the labor or services of a person —

(1) By threats of serious harm to, or physical restraint against, that person or another person;

(2) By means of any scheme, plan, or pattern intended to cause the person to believe that, if the person did not perform such labor or services, that person or another person would suffer serious harm or physical restraint; or

(3) By means of the abuse or threatened abuse of law or the legal process.

Involuntary servitude includes a condition of servitude induced by means of —

(1) Any scheme, plan, or pattern intended to cause a person to believe that, if the person did not enter into or continue in such conditions, that person or another person would suffer serious harm or physical restraint; or

(2) The abuse or threatened abuse of the legal process.

Severe forms of trafficking in persons means —

(1) Sex trafficking in which a commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age; or

(2) The recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.

Sex trafficking means the recruitment, harboring, transportation, provision, or obtaining of a person for the purpose of a commercial sex act.

Subcontract means any contract entered into by a subcontractor to furnish supplies or services for performance of a prime contract or a subcontract.

Subcontractor means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime contractor or another subcontractor.

United States means the 50 States, the District of Columbia, and outlying areas.

(b) *Policy*. The United States Government has adopted a policy prohibiting trafficking in persons including the trafficking-related activities of this clause. Contractors, contractor employees, and their agents shall not —

(1) Engage in severe forms of trafficking in persons during the period of performance of the contract;

(2) Procure commercial sex acts during the period of performance of the contract;

(3) Use forced labor in the performance of the contract;

(4) Destroy, conceal, confiscate, or otherwise deny access by an employee to the employee's identity or immigration documents, such as passports or drivers' licenses, regardless of issuing authority;

(5)   (i) Use misleading or fraudulent practices during the recruitment of employees or offering of employment, such as failing to disclose, in a format and language accessible to the worker, basic information or making material misrepresentations during the recruitment of employees regarding the key terms and conditions of employment, including wages and fringe benefits, the location of work, the living conditions, housing and associated costs (if employer or agent provided or arranged), any significant cost to be charged to the employee, and, if applicable, the hazardous nature of the work;

(ii) Use recruiters that do not comply with local labor laws of the country in which the recruiting takes place;

(6) Charge employees recruitment fees;

(7)   (i) Fail to provide return transportation or pay for the cost of return transportation upon the end of employment —

(A) For an employee who is not a national of the country in which the work is taking place and who was brought into that country for the purpose of working on a U.S. Government contract or subcontract (for portions of contracts performed outside the United States); or

(B) For an employee who is not a United States national and who was brought

into the United States for the purpose of working on a U.S. Government contract or subcontract, if the payment of such costs is required under existing temporary worker programs or pursuant to a written agreement with the employee (for portions of contracts performed inside the United States); except that —

(ii) The requirements of paragraphs (b)(7)(i) of this clause shall not apply to an employee who is —

(A) Legally permitted to remain in the country of employment and who chooses to do so; or

(B) Exempted by an authorized official of the contracting agency from the requirement to provide return transportation or pay for the cost of return transportation;

(iii) The requirements of paragraph (b)(7)(i) of this clause are modified for a victim of trafficking in persons who is seeking victim services or legal redress in the country of employment, or for a witness in an enforcement action related to trafficking in persons. The contractor shall provide the return transportation or pay the cost of return transportation in a way that does not obstruct the victim services, legal redress, or witness activity. For example, the contractor shall not only offer return transportation to a witness at a time when the witness is still needed to testify. This paragraph does not apply when the exemptions at paragraph (b)(7)(ii) of this clause apply.

(8) Provide or arrange housing that fails to meet the host country housing and safety standards; or

(9) If required by law or contract, fail to provide an employment contract, recruitment agreement, or other required work document in writing. Such written work document shall be in a language the employee understands. If the employee must relocate to perform the work, the work document shall be provided to the employee at least five days prior to the employee relocating. The employee's work document shall include, but is not limited to, details about work description, wages, prohibition on charging recruitment fees, work location(s), living accommodations and associated costs, time off, roundtrip transportation arrangements, grievance process, and the content of applicable laws and regulations that prohibit trafficking in persons.

(c) *Contractor requirements*. The Contractor shall —

(1) Notify its employees and agents of —

(i) The United States Government's policy prohibiting trafficking in persons, described in paragraph (b) of this clause; and

(ii) The actions that will be taken against employees or agents for violations of this policy. Such actions for employees may include, but are not limited to, removal from the contract, reduction in benefits, or termination of employment; and

(2) Take appropriate action, up to and including termination, against employees, agents, or subcontractors that violate the policy in paragraph (b) of this clause.

(d) *Notification*.

(1) The Contractor shall inform the Contracting Officer and the agency Inspector General immediately of —

(i) Any credible information it receives from any source (including host country law enforcement) that alleges a Contractor employee, subcontractor, subcontractor employee, or their agent has engaged in conduct that violates the policy in paragraph (b) of this clause (see also 18 U.S.C. 1351, Fraud in Foreign Labor Contracting, and

52.203–13(b)(3)(i)(A), if that clause is included in the solicitation or contract, which requires disclosure to the agency Office of the Inspector General when the Contractor has credible evidence of fraud); and

(ii) Any actions taken against a Contractor employee, subcontractor, subcontractor employee, or their agent pursuant to this clause.

(2) If the allegation may be associated with more than one contract, the Contractor shall inform the contracting officer for the contract with the highest dollar value.

(e) *Remedies*. In addition to other remedies available to the Government, the Contractor's failure to comply with the requirements of paragraphs (c), (d), (g), (h), or (i) of this clause may result in —

(1) Requiring the Contractor to remove a Contractor employee or employees from the performance of the contract;

(2) Requiring the Contractor to terminate a subcontract;

(3) Suspension of contract payments until the Contractor has taken appropriate remedial action;

(4) Loss of award fee, consistent with the award fee plan, for the performance period in which the Government determined Contractor non-compliance;

(5) Declining to exercise available options under the contract;

(6) Termination of the contract for default or cause, in accordance with the termination clause of this contract; or

(7) Suspension or debarment.

(f) *Mitigating and aggravating factors*. When determining remedies, the Contracting Officer may consider the following:

(1) *Mitigating factors*. The Contractor had a Trafficking in Persons compliance plan or an awareness program at the time of the violation, was in compliance with the plan, and has taken appropriate remedial actions for the violation, that may include reparation to victims for such violations.

(2) *Aggravating factors*. The Contractor failed to abate an alleged violation or enforce the requirements of a compliance plan, when directed by the Contracting Officer to do so.

(g) *Full cooperation*.

(1) The Contractor shall, at a minimum —

(i) Disclose to the agency Inspector General information sufficient to identify the nature and extent of an offense and the individuals responsible for the conduct;

(ii) Provide timely and complete responses to Government auditors' and investigators' requests for documents;

(iii) Cooperate fully in providing reasonable access to its facilities and staff (both inside and outside the U.S.) to allow contracting agencies and other responsible Federal agencies to conduct audits, investigations, or other actions to ascertain compliance with the Trafficking Victims Protection Act of 2000 (22 U.S.C. chapter 78), E.O. 13627, or any other applicable law or regulation establishing restrictions on trafficking in persons, the procurement of commercial sex acts, or the use of forced labor; and

(iv) Protect all employees suspected of being victims of or witnesses to prohibited activities, prior to returning to the country from which the employee was recruited, and shall not prevent or hinder the ability of these employees from cooperating fully with Government authorities.

(2) The requirement for full cooperation does not foreclose any Contractor rights arising in law, the FAR, or the terms of the contract. It does not —

(i) Require the Contractor to waive its attorney-client privilege or the protections afforded by the attorney work product doctrine;

(ii) Require any officer, director, owner, employee, or agent of the Contractor, including a sole proprietor, to waive his or her attorney client privilege or Fifth Amendment rights; or

(iii) Restrict the Contractor from —

(A) Conducting an internal investigation;

or

(B) Defending a proceeding or dispute arising under the contract or related to a potential or disclosed violation.

(h) *Compliance plan*.

(1) This paragraph (h) applies to any portion of the contract that —

(i) Is for supplies, other than commercially available off-the-shelf items, acquired outside the United States, or services to be performed outside the United States; and

(ii) Has an estimated value that exceeds $500,000.

(2) The Contractor shall maintain a compliance plan during the performance of the contract that is appropriate —

(i) To the size and complexity of the contract; and

(ii) To the nature and scope of the activities to be performed for the Government, including the number of non-United States citizens expected to be employed and the risk that the contract or subcontract will involve services or supplies susceptible to trafficking in persons.

(3) *Minimum requirements*. The compliance plan must include, at a minimum, the following:

(i) An awareness program to inform contractor employees about the Government's policy prohibiting trafficking-related activities described in paragraph (b) of this clause, the activities prohibited, and the actions that will be taken against the employee for violations. Additional information about Trafficking in Persons and examples of awareness programs can be found at the Web site for the Department of State's Office to Monitor and Combat Trafficking in Persons at http://www.state.gov/j/tip/.

(ii) A process for employees to report, without fear of retaliation, activity inconsistent with the policy prohibiting trafficking in persons, including a means to make available to all employees the hotline phone number of the Global Human Trafficking Hotline at 1–844–888–FREE and its email address at help@befree.org.

(iii) A recruitment and wage plan that only permits the use of recruitment companies with

trained employees, prohibits charging recruitment fees to the employee, and ensures that wages meet applicable hostcountry legal requirements or explains any variance.

(iv) A housing plan, if the Contractor or subcontractor intends to provide or arrange housing, that ensures that the housing meets host-country housing and safety standards.

(v) Procedures to prevent agents and subcontractors at any tier and at any dollar value from engaging in trafficking in persons (including activities in paragraph (b) of this clause) and to monitor, detect, and terminate any agents, subcontracts, or subcontractor employees that have engaged in such activities.

(4) *Posting*.

(i) The Contractor shall post the relevant contents of the compliance plan, no later than the initiation of contract performance, at the workplace (unless the work is to be performed in the field or not in a fixed location) and on the Contractor's Web site (if one is maintained). If posting at the workplace or on the Web site is impracticable, the Contractor shall provide the relevant contents of the compliance plan to each worker in writing.

(ii) The Contractor shall provide the compliance plan to the Contracting Officer upon request.

(5) *Certification*. Annually after receiving an award, the Contractor shall submit a certification to the Contracting Officer that —

(i) It has implemented a compliance plan to prevent any prohibited activities identified at paragraph (b) of this clause and to monitor, detect, and terminate any agent, subcontract or subcontractor employee engaging in prohibited activities; and

(ii) After having conducted due diligence, either —

(A) To the best of the Contractor's knowledge and belief, neither it nor any of its agents, subcontractors, or their agents is engaged in any such activities; or

(B) If abuses relating to any of the prohibited activities identified in paragraph (b) of this clause have been found, the Contractor or subcontractor has taken the appropriate remedial and referral actions.

(i) *Subcontracts*.

(1) The Contractor shall include the substance of this clause, including this paragraph (i), in all subcontracts and in all contracts with agents. The requirements in paragraph (h) of this clause apply only to any portion of the subcontract that —

(A) Is for supplies, other than commercially available off-the-shelf items, acquired outside the United States, or services to be performed outside the United States; and

(B) Has an estimated value that exceeds $500,000.

(2) If any subcontractor is required by this clause to submit a certification, the Contractor shall require submission prior to the award of the subcontract and annually thereafter. The certification shall cover the items in paragraph (h)(5) of this clause.

52.222-51 EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR

MAINTENANCE, CALIBRATION, OR REPAIR OF CERTAIN EQUIPMENT--REQUIREMENTS (MAY 2014)

(a) The items of equipment to be serviced under this contract are used regularly for other than Government purposes, and are sold or traded by the Contractor in substantial quantities to the general public in the course of normal business operations.

(b) The services shall be furnished at prices which are, or are based on, established catalog or market prices for the maintenance, calibration, or repair of equipment.

  (1) An "established catalog price" is a price included in a catalog, price list, schedule, or other form that is regularly maintained by the manufacturer or the Contractor, is either published or otherwise available for inspection by customers, and states prices at which sales currently, or were last, made to a significant number of buyers constituting the general public.

  (2) An "established market price" is a current price, established in the usual course of trade between buyers and sellers free to bargain, which can be substantiated from sources independent of the manufacturer or Contractor.

(c) The compensation (wage and fringe benefits) plan for all service employees performing work under the contract shall be the same as that used for these employees and for equivalent employees servicing the same equipment of commercial customers.

(d) The Contractor is responsible for compliance with all the conditions of this exemption by its subcontractors. The Contractor shall determine the applicability of this exemption to any subcontract on or before subcontract award. In making a judgment that the exemption applies, the Contractor shall consider all factors and make an affirmative determination that all of the conditions in paragraphs (a) through (c) of this clause will be met.

(e) If the Department of Labor determines that any conditions for exemption in paragraphs (a) through (c) of this clause have not been met, the exemption shall be deemed inapplicable, and the contract shall become subject to the Service Contract Labor Standards statute. In such case, the procedures at 29 CFR 4.123(e)(1)(iv) and 29 CFR 4.5(c) will be followed

(f) The Contractor shall include the substance of this clause, including this paragraph (f), in subcontracts for exempt services under this contract.

52.222-53 EXEMPTION FROM APPLICATION OF THE SERVICE CONTRACT LABOR STANDARDS TO CONTRACTS FOR CERTAIN SERVICES--REQUIREMENTS (MAY 2014)

(a) The services under this contract are offered and sold regularly to non-Governmental customers, and are provided by the Contractor to the general public in substantial quantities in the course of normal business operations.

(b) The contract services are furnished at prices that are, or are based on, established catalog or market prices. An "established catalog price" is a price included in a catalog, price list, schedule, or other form that is regularly maintained by the manufacturer or the Contractor, is either published or otherwise available for inspection by customers, and states prices at which sales currently, or were last, made to a significant number of buyers constituting the general public. An "established market price" is a current price, established in the usual course of ordinary and usual trade between buyers and sellers free to bargain, which can be substantiated from sources independent of the manufacturer or Contractor.

(c) Each service employee who will perform the services under the contract will spend only a small portion of his or her time (a monthly average of less than 20 percent of the available hours on an annualized basis, or less than 20 percent of available hours during the contract period if the contract period is less than a month) servicing the Government contract.

(d) The Contractor uses the same compensation (wage and fringe benefits) plan for all service employees performing work under the contract as the Contractor uses for these employees and for equivalent employees servicing commercial customers.

(e)   (1) Except for services identified in FAR 22.1003-4(d)(1)(iv), the subcontractor for exempt services shall be selected for award based on other factors in addition to price or cost with the combination of other factors at least as important as price or cost; or

      (2) A subcontract for exempt services shall be awarded on a sole source basis.

(f) The Contractor is responsible for compliance with all the conditions of this exemption by its subcontractors. The Contractor shall determine in advance, based on the nature of the subcontract requirements and knowledge of the practices of likely subcontractors, that all or nearly all likely subcontractors will meet the conditions in paragraphs (a) through (d) of this clause. If the services are currently being performed under a subcontract, the Contractor shall consider the practices of the existing subcontractor in making a determination regarding the conditions in paragraphs (a) through (d) of this clause. If the Contractor has reason to doubt the validity of the certification, the requirements of the Service Contract Labor Standards statute shall be included in the subcontract.

(g) If the Department of Labor determines that any conditions for exemption at paragraphs (a) through (e) of this clause have not been met, the exemption shall be deemed inapplicable, and the contract shall become subject to the Service Contract Labor Standards statute. In such case, the procedures in at 29 CFR 4.123(e)(2)(iii) and 29 CFR 4.5(c) will be followed.

(h) The Contractor shall include the substance of this clause, including this paragraph (h), in subcontracts for exempt services under this contract.

52.222-54 EMPLOYMENT ELIGIBILITY VERIFICATION (OCT 2015)

(a) *Definitions.* As used in this clause –

Commercially available off-the-shelf (COTS) item –

      (1) Means any item of supply that is –

            (i) A commercial item (as defined in paragraph (1) of the definition at 2.101);

            (ii) Sold in substantial quantities in the commercial marketplace; and

            (iii) Offered to the Government, without modification, in the same form in which it is sold in the commercial marketplace; and

      (2) Does not include bulk cargo, as defined in 46 U.S.C. 40102(4), such as agricultural products and petroleum products. Per 46 CFR 525.1(c)(2), "bulk cargo" means cargo that is loaded and carried in bulk onboard ship without mark or count, in a loose unpackaged form, having homogenous characteristics. Bulk cargo loaded into intermodal equipment, except LASH or Seabee barges, is subject to mark and count and, therefore, ceases to be bulk cargo.

Employee assigned to the contract means an employee who was hired after November 6, 1986 (after November 27, 2009, in the Commonwealth of the Northern Mariana Islands), who is directly performing work, in the United States, under a contract that is required to include the clause prescribed at 22.1803. An employee is not considered to be directly performing work under a contract if the employee –

      (1) Normally performs support work, such as indirect or overhead functions; and

(2) Does not perform any substantial duties applicable to the contract.

Subcontract means any contract, as defined in 2.101, entered into by a subcontractor to furnish supplies or services for performance of a prime contract or a subcontract. It includes but is not limited to purchase orders, and changes and modifications to purchase orders.

Subcontractor means any supplier, distributor, vendor, or firm that furnishes supplies or services to or for a prime Contractor or another subcontractor.

United States, as defined in 8 U.S.C. 1101(a)(38), means the 50 States, the District of Columbia, Puerto Rico, Guam, the Commonwealth of the Northern Mariana Islands, and the U.S. Virgin Islands.

(b) *Enrollment and verification requirements.*

(1) If the Contractor is not enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall –

(i) *Enroll.* Enroll as a Federal Contractor in the E-Verify program within 30 calendar days of contract award;

(ii) Verify all new employees. Within 90 calendar days of enrollment in the E-Verify program, begin to use E-Verify to initiate verification of employment eligibility of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); and

(iii) Verify employees assigned to the contract. For each employee assigned to the contract, initiate verification within 90 calendar days after date of enrollment or within 30 calendar days of the employee's assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(2) If the Contractor is enrolled as a Federal Contractor in E-Verify at time of contract award, the Contractor shall use E-Verify to initiate verification of employment eligibility of –

(i) *All new employees.*

(A) Enrolled 90 calendar days or more. The Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(B) Enrolled less than 90 calendar days. Within 90 calendar days after enrollment as a Federal Contractor in E-Verify, the Contractor shall initiate verification of all new hires of the Contractor, who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire (but see paragraph (b)(3) of this section); or

(ii) *Employees assigned to the contract.* For each employee assigned to the contract, the Contractor shall initiate verification within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever date is later (but see paragraph (b)(4) of this section).

(3) If the Contractor is an institution of higher education (as defined at 20 U.S.C. 1001(a)); a State or local government or the government of a Federally recognized Indian tribe; or a surety performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond, the Contractor may choose to verify only employees assigned to the contract, whether existing employees or new hires. The Contractor shall follow the applicable verification requirements at (b)(1) or (b)(2), respectively, except that any requirement for verification of new

employees applies only to new employees assigned to the contract.

(4) *Option to verify employment eligibility of all employees*. The Contractor may elect to verify all existing employees hired after November 6, 1986 (after November 27, 2009, in the Commonwealth of the Northern Mariana Islands), rather than just those employees assigned to the contract. The Contractor shall initiate verification for each existing employee working in the United States who was hired after November 6, 1986 (after November 27, 2009, in the Commonwealth of the Northern Mariana Islands), within 180 calendar days of –

    (i) Enrollment in the E-Verify program; or

    (ii) Notification to E-Verify Operations of the Contractor's decision to exercise this option, using the contact information provided in the E-Verify program Memorandum of Understanding (MOU).

(5) The Contractor shall comply, for the period of performance of this contract, with the requirements of the E-Verify program MOU.

    (i) The Department of Homeland Security (DHS) or the Social Security Administration (SSA) may terminate the Contractor's MOU and deny access to the E-Verify system in accordance with the terms of the MOU. In such case, the Contractor will be referred to a suspension or debarment official.

    (ii) During the period between termination of the MOU and a decision by the suspension or debarment official whether to suspend or debar, the Contractor is excused from its obligations under paragraph (b) of this clause. If the suspension or debarment official determines not to suspend or debar the Contractor, then the Contractor must reenroll in E-Verify.

(c) *Web site.* Information on registration for and use of the E-Verify program can be obtained via the Internet at the Department of Homeland Security Web site: http://www.dhs.gov/E-Verify.

(d) *Individuals previously verified*. The Contractor is not required by this clause to perform additional employment verification using E-Verify for any employee –

(1) Whose employment eligibility was previously verified by the Contractor through the E-Verify program;

(2) Who has been granted and holds an active U.S. Government security clearance for access to confidential, secret, or top secret information in accordance with the National Industrial Security Program Operating Manual; or

(3) Who has undergone a completed background investigation and been issued credentials pursuant to Homeland Security Presidential Directive (HSPD)-12, Policy for a Common Identification Standard for Federal Employees and Contractors.

(e) *Subcontracts*. The Contractor shall include the requirements of this clause, including this paragraph (e) (appropriately modified for identification of the parties), in each subcontract that –

(1) Is for –

    (i) Commercial or noncommercial services (except for commercial services that are part of the purchase of a COTS item (or an item that would be a COTS item, but for minor modifications), performed by the COTS provider, and are normally provided for that COTS item); or

    (ii) Construction;

(2) Has a value of more than $3,500; and

(3) Includes work performed in the United States.

52.222-55 MINIMUM WAGES UNDER EXECUTIVE ORDER 13658 (DEC 2015)

(a) *Definitions.* As used in this clause —

"*United States*" means the 50 states and the District of Columbia.

"*Worker*" —

(1) Means any person engaged in performing work on, or in connection with, a contract covered by Executive Order 13658, and —

(i) Whose wages under such contract are governed by the Fair Labor Standards Act (29 U.S.C. chapter 8), the Service Contract Labor Standards statute (41 U.S.C. chapter 67), or the Wage Rate Requirements (Construction) statute (40 U.S.C. chapter 31, subchapter IV);

(ii) Other than individuals employed in a bona fide executive, administrative, or professional capacity, as those terms are defined in 29 CFR part 541; and

(iii) Regardless of the contractual relationship alleged to exist between the individual and the employer.

(2) Includes workers performing on, or in connection with, the contract whose wages are calculated pursuant to special certificates issued under 29 U.S.C. 214(c).

(3) Also includes any person working on, or in connection with, the contract and individually registered in a bona fide apprenticeship or training program registered with the Department of Labor's Employment and Training Administration, Office of Apprenticeship, or with a State Apprenticeship Agency recognized by the Office of Apprenticeship.

(b) *Executive Order minimum wage rate*.

(1) The Contractor shall pay to workers, while performing in the United States, and performing on, or in connection with, this contract, a minimum hourly wage rate of $10.10 per hour beginning January 1, 2015.

(2) The Contractor shall adjust the minimum wage paid, if necessary, beginning January 1, 2016, and annually thereafter, to meet the applicable annual E.O. minimum wage. The Administrator of the Department of Labor's Wage and Hour Division (the Administrator) will publish annual determinations in the **Federal Register** no later than 90 days before the effective date of the new E.O. minimum wage rate. The Administrator will also publish the applicable E.O. minimum wage on www.wdol.gov (or any successor Web site), and a general notice on all wage determinations issued under the Service Contract Labor Standards statute or the Wage Rate Requirements (Construction) statute, that will provide information on the E.O. minimum wage and how to obtain annual updates. The applicable published E.O. minimum wage is incorporated by reference into this contract.

(3)   (i) The Contractor may request a price adjustment only after the effective date of the new annual E.O. minimum wage determination. Prices will be adjusted only for increased labor costs (including subcontractor labor costs) as a result of an increase in the annual E.O. minimum wage, and for associated labor costs (including those for subcontractors). Associated labor costs shall include increases or decreases that result from changes in social security and unemployment taxes and workers' compensation insurance, but will not otherwise include any amount for general and administrative costs, overhead, or profit.

(ii) Subcontractors may be entitled to adjustments due to the new minimum wage, pursuant to paragraph (b)(2). Contractors shall consider any subcontractor requests for such price adjustment.

(iii) The Contracting Officer will not adjust the contract price under this clause for any costs other than those identified in paragraph (b)(3)(i) of this clause, and will not provide duplicate price adjustments with any price adjustment under clauses implementing the Service Contract Labor Standards statute or the Wage Rate Requirements (Construction) statute.

(4) The Contractor warrants that the prices in this contract do not include allowance for any contingency to cover increased costs for which adjustment is provided under this clause.

(5) A pay period under this clause may not be longer than semi-monthly, but may be shorter to comply with any applicable law or other requirement under this contract establishing a shorter pay period. Workers shall be paid no later than one pay period following the end of the regular pay period in which such wages were earned or accrued.

(6) The Contractor shall pay, unconditionally to each worker, all wages due free and clear without subsequent rebate or kickback. The Contractor may make deductions that reduce a worker's wages below the E.O. minimum wage rate only if done in accordance with 29 CFR 10.23, Deductions.

(7) The Contractor shall not discharge any part of its minimum wage obligation under this clause by furnishing fringe benefits or, with respect to workers whose wages are governed by the Service Contract Labor Standards statute, the cash equivalent thereof.

(8) Nothing in this clause shall excuse the Contractor from compliance with any applicable Federal or State prevailing wage law or any applicable law or municipal ordinance establishing a minimum wage higher than the E.O. minimum wage. However, wage increases under such other laws or municipal ordinances are not subject to price adjustment under this subpart.

(9) The Contractor shall pay the E.O. minimum wage rate whenever it is higher than any applicable collective bargaining agreement(s) wage rate.

(10) The Contractor shall follow the policies and procedures in 29 CFR 10.24(b) and 10.28 for treatment of workers engaged in an occupation in which they customarily and regularly receive more than $30 a month in tips.

(c)   (1) This clause applies to workers as defined in paragraph (a). As provided in that definition –

(i) Workers are covered regardless of the contractual relationship alleged to exist between the contractor or subcontractor and the worker;

(ii) Workers with disabilities whose wages are calculated pursuant to special certificates issued under 29 U.S.C. 214(c) are covered; and

(iii) Workers who are registered in a bona fide apprenticeship program or training program registered with the Department of Labor's Employment and Training Administration, Office of Apprenticeship, or with a State Apprenticeship Agency recognized by the Office of Apprenticeship, are covered.

(2) This clause does not apply to –

(i) Fair Labor Standards Act (FLSA)-covered individuals performing in connection with contracts covered by the E.O., *i.e.* those individuals who perform duties necessary to the performance of the contract, but who are not directly engaged in performing the specific work called for by the contract, and who spend less than 20 percent of their hours worked

in a particular workweek performing in connection with such contracts;

(ii) Individuals exempted from the minimum wage requirements of the FLSA under 29 U.S.C. 213(a) and 214(a) and (b), unless otherwise covered by the Service Contract Labor Standards statute, or the Wage Rate Requirements (Construction) statute. These individuals include but are not limited to –

(A) Learners, apprentices, or messengers whose wages are calculated pursuant to special certificates issued under 29 U.S.C. 214(a).

(B) Students whose wages are calculated pursuant to special certificates issued under 29 U.S.C. 214(b).

(C) Those employed in a bona fide executive, administrative, or professional capacity (29 U.S.C. 213(a)(1) and 29 CFR part 541).

(d) *Notice*. The Contractor shall notify all workers performing work on, or in connection with, this contract of the applicable E.O. minimum wage rate under this clause. With respect to workers covered by the Service Contract Labor Standards statute or the Wage Rate Requirements (Construction) statute, the Contractor may meet this requirement by posting, in a prominent and accessible place at the worksite, the applicable wage determination under those statutes. With respect to workers whose wages are governed by the FLSA, the Contractor shall post notice, utilizing the poster provided by the Administrator, which can be obtained at www.dol.gov/whd/govcontracts, in a prominent and accessible place at the worksite. Contractors that customarily post notices to workers electronically may post the notice electronically provided the electronic posting is displayed prominently on any Web site that is maintained by the contractor, whether external or internal, and customarily used for notices to workers about terms and conditions of employment.

(e) *Payroll Records*.

(1) The Contractor shall make and maintain records, for three years after completion of the work, containing the following information for each worker:

(i) Name, address, and social security number;

(ii) The worker's occupation(s) or classification(s);

(iii) The rate or rates of wages paid;

(iv) The number of daily and weekly hours worked by each worker;

(v) Any deductions made; and

(vi) Total wages paid.

(2) The Contractor shall make records pursuant to paragraph (e)(1) of this clause available for inspection and transcription by authorized representatives of the Administrator. The Contractor shall also make such records available upon request of the Contracting Officer.

(3) The Contractor shall make a copy of the contract available, as applicable, for inspection or transcription by authorized representatives of the Administrator.

(4) Failure to comply with this paragraph (e) shall be a violation of 29 CFR 10.26 and this contract. Upon direction of the Administrator or upon the Contracting Officer's own action, payment shall be withheld until such time as the noncompliance is corrected.

(5) Nothing in this clause limits or otherwise modifies the Contractor's payroll and recordkeeping obligations, if any, under the Service Contract Labor Standards statute, the Wage Rate Requirements (Construction) statute, the Fair Labor Standards Act, or any other applicable law.

(f) *Access*. The Contractor shall permit authorized representatives of the Administrator to conduct investigations, including interviewing workers at the worksite during normal working hours.

(g) *Withholding*. The Contracting Officer, upon his or her own action or upon written request of the Administrator, will withhold funds or cause funds to be withheld, from the Contractor under this or any other Federal contract with the same Contractor, sufficient to pay workers the full amount of wages required by this clause.

(h) *Disputes*. Department of Labor has set forth in 29 CFR 10.51, Disputes concerning contractor compliance, the procedures for resolving disputes concerning a contractor's compliance with Department of Labor regulations at 29 CFR part 10. Such disputes shall be resolved in accordance with those procedures and not the Disputes clause of this contract. These disputes include disputes between the Contractor (or any of its subcontractors) and the contracting agency, the Department of Labor, or the workers or their representatives.

(i) *Antiretaliation*. The Contractor shall not discharge or in any other manner discriminate against any worker because such worker has filed any complaint or instituted or caused to be instituted any proceeding under or related to compliance with the E.O. or this clause, or has testified or is about to testify in any such proceeding.

(j) *Subcontractor compliance*. The Contractor is responsible for subcontractor compliance with the requirements of this clause and may be held liable for unpaid wages due subcontractor workers.

(k) *Subcontracts*. The Contractor shall include the substance of this clause, including this paragraph (k) in all subcontracts, regardless of dollar value, that are subject to the Service Contract Labor Standards statute or the Wage Rate Requirements (Construction) statute, and are to be performed in whole or in part in the United States.

52.222-99 ESTABLISHING A MINIMUM WAGE FOR CONTRACTORS (JUL 2014) (DEVIATION I – JUL 2014)

This clause implements Executive Order 13658, Establishing a Minimum Wage for Contractors, dated February 12, 2014, and OMB Policy Memorandum M-14-09, Implementation of the President's Executive Order Establishing a Minimum Wage for Contractors, dated June 12, 2014.

(a) Each service employee, laborer, or mechanic employed in the United States (the 50 states and the District of Columbia) in the performance of this contract by the prime Contractor or any subcontractor, regardless of any contractual relationship which may be alleged to exist between the Contractor and service employee, laborer, or mechanic, shall be paid not less than the applicable minimum wage under Executive Order 13658. The minimum wage required to be paid to each service employee, laborer, or mechanic performing work on this contract between January 1, 2015, and December 31, 2015, shall be $10.10 per hour.

(b) The Contractor shall adjust the minimum wage paid under this contract each time the Secretary of Labor's annual determination of the applicable minimum wage under section 2(a)(ii) of Executive Order 13658 results in a higher minimum wage. Adjustments to the Executive Order minimum wage under section 2(a)(ii) of Executive Order 13658 will be effective for all service employees, laborers, or mechanics subject to the Executive Order beginning January 1 of the following year. The Secretary of Labor will publish annual determinations in the Federal Register no later than 90 days before such new wage is to take effect. The Secretary will also publish the applicable minimum wage on www.wdol.gov (or any successor website). The applicable published minimum wage is incorporated by reference into this contract.

(c) The Contracting Officer will adjust the contract price or contract unit price under this clause only for the increase in labor costs resulting from the annual inflation increases in the Executive Order 13658 minimum wage beginning on January 1, 2016. The Contracting Officer shall consider documentation as to the specific costs and workers impacted in determining the amount of the adjustment.

(d) The Contracting Officer will not adjust the contract price under this clause for any costs other than those identified in paragraph (c) of this clause, and will not provide price adjustments under this clause

that result in duplicate price adjustments with the respective clause of this contract implementing the Service Contract Labor Standards statute (formerly known as the Service Contract Act) or the Wage Rate Requirements (Construction) statute (formerly known as the Davis Bacon Act).

(e) The Contractor shall include the substance of this clause, including this paragraph (e) in all subcontracts.

52.223-10 WASTE REDUCTION PROGRAM (MAY 2011)

(a) *Definitions*. As used in this clause —

Recycling means the series of activities, including collection, separation, and processing, by which products or other materials are recovered from the solid waste stream for use in the form of raw materials in the manufacture of products other than fuel for producing heat or power by combustion.

Waste prevention means any change in the design, manufacturing, purchase, or use of materials or products (including packaging) to reduce their amount or toxicity before they are discarded. Waste prevention also refers to the reuse of products or materials.

Waste reduction means preventing or decreasing the amount of waste being generated through waste prevention, recycling, or purchasing recycled and environmentally preferable products.

(b) Consistent with the requirements of section 3(e) of Executive Order 13423, the Contractor shall establish a program to promote cost-effective waste reduction in all operations and facilities covered by this contract. The Contractor's programs shall comply with applicable Federal, State, and local requirements, specifically including Section 6002 of the Resource Conservation and Recovery Act (42 U.S.C. 6962, et seq.) and implementing regulations (40 CFR part 247).

52.223-13 ACQUISITION OF EPEAT®–REGISTERED IMAGING EQUIPMENT (JUN 2014)

(a) *Definitions*. As used in this clause –

Imaging equipment means the following products:

> (1) *Copier* — A commercially available imaging product with a sole function of the production of hard copy duplicates from graphic hard-copy originals. The unit is capable of being powered from a wall outlet or from a data or network connection. This definition is intended to cover products that are marketed as copiers or upgradeable digital copiers (UDCs).

> (2) *Digital duplicator* — A commercially available imaging product that is sold in the market as a fully automated duplicator system through the method of stencil duplicating with digital reproduction functionality. The unit is capable of being powered from a wall outlet or from a data or network connection. This definition is intended to cover products that are marketed as digital duplicators.

> (3) *Facsimile machine (fax machine)* — A commercially available imaging product whose primary functions are scanning hard-copy originals for electronic transmission to remote units and receiving similar electronic transmissions to produce hard-copy output. Electronic transmission is primarily over a public telephone system but also may be via computer network or the Internet. The product also may be capable of producing hard copy duplicates. The unit is capable of being powered from a wall outlet or from a data or network connection. This definition is intended to cover products that are marketed as fax machines.

> (4) *Mailing machine* — A commercially available imaging product that serves to print postage

onto mail pieces. The unit is capable of being powered from a wall outlet or from a data or network connection. This definition is intended to cover products that are marketed as mailing machines.

(5) *Multifunction device (MFD)* — A commercially available imaging product, which is a physically integrated device or a combination of functionally integrated components, that performs two or more of the core functions of copying, printing, scanning, or faxing. The copy functionality as addressed in this definition is considered to be distinct from singlesheet convenience copying offered by fax machines. The unit is capable of being powered from a wall outlet or from a data or network connection. This definition is intended to cover products that are marketed as MFDs or multifunction products.

(6) *Printer* — A commercially available imaging product that serves as a hardcopy output device and is capable of receiving information from single-user or networked computers, or other input devices (*e.g.*, digital cameras). The unit is capable of being powered from a wall outlet or from a data or network connection. This definition is intended to cover products that are marketed as printers, including printers that can be upgraded into MFDs in the field.

(7) *Scanner* — A commercially available imaging product that functions as an electro-optical device for converting information into electronic images that can be stored, edited, converted, or transmitted, primarily in a personal computing environment. The unit is capable of being powered from a wall outlet or from a data or network connection. This definition is intended to cover products that are marketed as scanners.

(b) Under this contract, the Contractor shall deliver, furnish for Government use, or furnish for Contractor use at a Federally controlled facility, only imaging equipment that, at the time of submission of proposals and at the time of award, was EPEAT$^{®}$ bronze-registered or higher.

(c) For information about EPEAT$^{®}$, see www.epa.gov/epeat.

52.223-14 ACQUISITION OF EPEAT®–REGISTERED TELEVISIONS (JUN 2014)

(a) *Definitions*. As used in this clause –

Television or TV means a commercially available electronic product designed primarily for the reception and display of audiovisual signals received from terrestrial, cable, satellite, Internet Protocol TV (IPTV), or other digital or analog sources. A TV consists of a tuner/receiver and a display encased in a single enclosure. The product usually relies upon a cathode-ray tube (CRT), liquid crystal display (LCD), plasma display, or other display technology. Televisions with computer capability (*e.g.*, computer input port) may be considered to be a TV as long as they are marketed and sold to consumers primarily as televisions.

(b) Under this contract, the Contractor shall deliver, furnish for Government use, or furnish for Contractor use at a Federally controlled facility, only televisions that, at the time of submission of proposals and at the time of award, were EPEAT® bronze-registered or higher.

(c) For information about EPEAT®, see www.epa.gov/epeat.

52.223-15 Energy Efficiency in Energy-Consuming Products (DEC 2007)

(a) Definition. As used in this clause--

Energy-efficient product--

(1) Means a product that--

    (i) Meets Department of Energy and Environmental Protection Agency criteria for use of the Energy Star trademark label; or

    (ii) Is in the upper 25 percent of efficiency for all similar products as designated by the Department of Energy's Federal Energy Management Program.

(2) The term "product" does not include any energy-consuming product or system designed or procured for combat or combat-related missions (42 U.S.C. 8259b).

(b) The Contractor shall ensure that energy-consuming products are energy efficient products (i.e., ENERGY STAR® products or FEMP-designated products) at the time of contract award, for products that are--

(1) Delivered;

(2) Acquired by the Contractor for use in performing services at a Federally-controlled facility;

(3) Furnished by the Contractor for use by the Government; or

(4) Specified in the design of a building or work, or incorporated during its construction, renovation, or maintenance.

(c) The requirements of paragraph (b) apply to the Contractor (including any subcontractor) unless--

(1) The energy-consuming product is not listed in the ENERGY STAR® Program or FEMP; or

(2) Otherwise approved in writing by the Contracting Officer.

(d) Information about these products is available for--

(1) ENERGY STAR® at http://www.energystar.gov/products; and

(2) FEMP at http://www1.eere.energy.gov/femp/procurement/eep_requirements.html

52.223-16 ACQUISITION OF EPEAT®–REGISTERED PERSONAL COMPUTER PRODUCTS (OCT 2015)

(a) *Definitions*. As used in this clause –

Computer means a device that performs logical operations and processes data. Computers are composed of, at a minimum:

(1) A central processing unit (CPU) to perform operations;

(2) User input devices such as a keyboard, mouse, digitizer, or game controller; and

(3) A computer display screen to output information. Computers include both stationary and portable units, including desktop computers, integrated desktop computers, notebook computers, thin clients, and workstations. Although computers must be capable of using input devices and computer displays, as noted in (2) and (3) above, computer systems do not need to include these devices on shipment to meet this definition. This definition does not include server computers, gaming consoles, mobile telephones, portable hand-held calculators, portable digital assistants (PDAs), MP3 players, or any other mobile computing device with displays less than 4 inches, measured diagonally.

Computer display means a display screen and its associated electronics encased in a single housing or within the computer housing (*e.g*., notebook or integrated desktop computer) that is capable of displaying output information from a computer via one or more inputs such as a VGA, DVI, USB, DisplayPort, and/or IEEE 1394–2008TM, Standard for High Performance Serial Bus. Examples of computer display technologies are the cathode-ray tube (CRT) and liquid crystal display (LCD).

Desktop computer means a computer where the main unit is intended to be located in a permanent location, often on a desk or on the floor. Desktops are not designed for portability and utilize an external computer display, keyboard, and mouse. Desktops are designed for a broad range of home and office applications.

Integrated desktop computer means a desktop system in which the computer and computer display function as a single unit that receives its AC power through a single cable. Integrated desktop computers come in one of two possible forms:

   (1) A system where the computer display and computer are physically combined into a single unit; or

   (2) A system packaged as a single system where the computer display is separate but is connected to the main chassis by a DC power cord and both the computer and computer display are powered from a single power supply. As a subset of desktop computers, integrated desktop computers are typically designed to provide similar functionality as desktop systems.

Notebook computer means a computer designed specifically for portability and to be operated for extended periods of time either with or without a direct connection to an AC power source. Notebooks must utilize an integrated computer display and be capable of operation off of an integrated battery or other portable power source. In addition, most notebooks use an external power supply and have an integrated keyboard and pointing device. Notebook computers are typically designed to provide similar functionality to desktops, including operation of software similar in functionality to that used in desktops. Docking stations are considered accessories for notebook computers, not notebook computers. Tablet PCs, which may use touch-sensitive screens along with, or instead of, other input devices, are considered notebook computers.

Personal computer product means a computer, computer display, desktop computer, integrated desktop computer, or notebook computer.

(b) Under this contract, the Contractor shall deliver, furnish for Government use, or furnish for Contractor use at a Federally controlled facility, only personal computer products that, at the time of submission of proposals and at the time of award, were EPAT$^{®}$ bronze-registered or higher.

(c) For information about EPAT$^{®}$, see www.epa.gov/epeat.

52.223-17 AFFIRMATIVE PROCUREMENT OF EPA-DESIGNATED ITEMS IN SERVICE AND CONSTRUCTION CONTRACTS (MAY 2008)

(a) In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired#

   (1) Competitively within a timeframe providing for compliance with the contract performance schedule;

   (2) Meeting contract performance requirements; or

   (3) At a reasonable price.

(b) Information about this requirement is available at EPA's Comprehensive Procurement Guidelines

web site, http://www.epa.gov/cpg/. The list of EPA-designated items is available at
http://www.epa.gov/cpg/products.htm.

52.223-18 ENCOURAGING CONTRACTOR POLICIES TO BAN TEXT MESSAGING WHILE DRIVING (AUG 2011)

(a) *Definitions*. As used in this clause –

"*Driving*" –

   (1) Means operating a motor vehicle on an active roadway with the motor running, including
   while temporarily stationary because of traffic, a traffic light, stop sign, or otherwise.

   (2) Does not include operating a motor vehicle with or without the motor running when one has
   pulled over to the side of, or off, an active roadway and has halted in a location where one can
   safely remain stationary.

"*Text messaging*" means reading from or entering data into any handheld or other electronic device,
including for the purpose of short message service texting, e-mailing, instant messaging, obtaining
navigational information, or engaging in any other form of electronic data retrieval or electronic data
communication. The term does not include glancing at or listening to a navigational device that is
secured in a commercially designed holder affixed to the vehicle, provided that the destination and
route are programmed into the device either before driving or while stopped in a location off the
roadway where it is safe and legal to park.

(b) This clause implements Executive Order 13513, Federal Leadership on Reducing Text Messaging
while Driving, dated October 1, 2009.

(c) The Contractor should –

   (1) Adopt and enforce policies that ban text messaging while driving –

      (i) Company-owned or -rented vehicles or Government-owned vehicles; or

      (ii) Privately-owned vehicles when on official Government business or when performing
      any work for or on behalf of the Government.

   (2) Conduct initiatives in a manner commensurate with the size of the business, such as –

      (i) Establishment of new rules and programs or re-evaluation of existing programs to
      prohibit text messaging while driving; and

      (ii) Education, awareness, and other outreach to employees about the safety risks
      associated with texting while driving.

(d) *Subcontracts*. The Contractor shall insert the substance of this clause, including this paragraph (d),
in all subcontracts that exceed the micro-purchase threshold.

52.223-19 COMPLIANCE WITH ENVIRONMENTAL MANAGEMENT SYSTEMS (MAY 2011)

The Contractor's work under this contract shall conform with all operational controls identified in the
applicable agency or facility Environmental Management Systems and provide monitoring and measurement
information necessary for the Government to address environmental performance relative to the goals of the
Environmental Management Systems.

52.223-2 AFFIRMATIVE PROCUREMENT OF BIOBASED PRODUCTS UNDER SERVICE AND CONSTRUCTION CONTRACTS (SEP 2013)

(a) In the performance of this contract, the contractor shall make maximum use of biobased products that are United States Department of Agriculture (USDA)-designated items unless –

(1) The product cannot be acquired –

(i) Competitively within a time frame providing for compliance with the contract performance schedule;

(ii) Meeting contract performance requirements; or

(iii) At a reasonable price.

(2) The product is to be used in an application covered by a USDA categorical exemption (see 7 CFR 3201.3(e)). For example, all USDA-designated items are exempt from the preferred procurement requirement for the following:

(i) Spacecraft system and launch support equipment.

(ii) Military equipment, *i.e.*, a product or system designed or procured for combat or combat-related missions.

(b) Information about this requirement and these products is available at http://www.biopreferred.gov.

(c) In the performance of this contract, the Contractor shall –

(1) Report to the environmental point of contact identified in paragraph (d) of this clause, with a copy to the Contracting Officer, on the product types and dollar value of any USDA-designated biobased products purchased by the Contractor during the previous Government fiscal year, between October 1 and September 30;

(2) Submit this report no later than –

(i) October 31 of each year during contract performance; and

(ii) At the end of contract performance.

52.223-5 POLLUTION PREVENTION AND RIGHT-TO-KNOW INFORMATION (MAY 2011)

(a) *Definitions*. As used in this clause—

Toxic chemical means a chemical or chemical category listed in 40 CFR 372.65.

(b) Federal facilities are required to comply with the provisions of the Emergency Planning and Community Right-to-Know Act of 1986 (EPCRA) (42 U.S.C. 11001-11050), and the Pollution Prevention Act of 1990 (PPA) (42 U.S.C. 13101-13109).

(c) The Contractor shall provide all information needed by the Federal facility to comply with the following:

(1) The emergency planning reporting requirements of Section 302 of EPCRA.

(2) The emergency notice requirements of Section 304 of EPCRA.

(3) The list of Material Safety Data Sheets, required by Section 311 of EPCRA.

(4) The emergency and hazardous chemical inventory forms of Section 312 of EPCRA.

(5) The toxic chemical release inventory of Section 313 of EPCRA, which includes the reduction and recycling information required by Section 6607 of PPA.

(6) The toxic chemical and hazardous substance release and use reduction goals of section 2(e) of Executive Order 13423 and of Executive Order 13514.

52.224-1 PRIVACY ACT NOTIFICATION (APR 1984)

The Contractor will be required to design, develop, or operate a system of records on individuals, to accomplish an agency function subject to the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties.

52.224-2 PRIVACY ACT (APR 1984)

(a) The Contractor agrees to—

(1) Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies—

(i) The systems of records; and

(ii) The design, development, or operation work that the Contractor is to perform;

(2) Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the redesign, development, or operation of a system of records on individuals that is subject to the Act; and

(3) Include this clause, including this subparagraph (3), in all subcontracts awarded under this contract which requires the design, development, or operation of such a system of records.

(b) In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a system of records on individuals to accomplish an agency function, the Contractor is considered to be an employee of the agency.

(c) (1) "*Operation of a system of records*," as used in this clause, means performance of any of the activities associated with maintaining the system of records, including the collection, use, and dissemination of records.

(2) "*Record*," as used in this clause, means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and that contains the person's name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint or a photograph.

(3) "*System of records on individuals*," as used in this clause, means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

52.225-13 RESTRICTIONS ON CERTAIN FOREIGN PURCHASES (JUN 2008)

(a) Except as authorized by the Office of Foreign Assets Control (OFAC) in the Department of the Treasury, the Contractor shall not acquire, for use in the performance of this contract, any supplies or services if any proclamation, Executive order, or statute administered by OFAC, or if OFAC's implementing regulations at 31 CFR chapter V, would prohibit such a transaction by a person subject to the jurisdiction of the United States.

(b) Except as authorized by OFAC, most transactions involving Cuba, Iran, and Sudan are prohibited, as are most imports from Burma or North Korea, into the United States or its outlying areas. Lists of entities and individuals subject to economic sanctions are included in OFAC's List of Specially Designated Nationals and Blocked Persons at http://www.treas.gov/offices/enforcement/ofac/sdn. More information about these restrictions, as well as updates, is available in the OFAC's regulations at 31 CFR chapter V and/or on OFAC's Web site at http://www.treas.gov/offices/enforcement/ofac.

(c) The Contractor shall insert this clause, including this paragraph (c), in all subcontracts.

52.225-5 TRADE AGREEMENTS (OCT 2016)

(a) *Definitions*. As used in this clause —

"Caribbean Basin country end product"—

(1) Means an article that —

(i)   (A) Is wholly the growth, product, or manufacture of a Caribbean Basin country;

or

(B) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a Caribbean Basin country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed; and

(ii) Is not excluded from duty-free treatment for Caribbean countries under 19 U.S.C. 2703(b).

(A) For this reason, the following articles are not Caribbean Basin country end products:

(1) Tuna, prepared or preserved in any manner in airtight containers;

(2) Petroleum, or any product derived from petroleum;

(3) Watches and watch parts (including cases, bracelets, and straps) of whatever type including, but not limited to, mechanical, quartz digital, or quartz analog, if such watches or watch parts contain any material that is the product of any country to which the Harmonized Tariff Schedule of the United States (HTSUS) column 2 rates of duty apply (i.e., Afghanistan, Cuba, Laos, North Korea, and Vietnam); and

(4) Certain of the following: textiles and apparel articles; footwear, handbags, luggage, flat goods, work gloves, and leather wearing apparel; or handloomed, handmade, and folklore articles;

(B) Access to the HTSUS to determine duty-free status of articles of these types is available at http://www.usitc.gov/tata/hts/. In particular, see the following:

(1) General Note 3(c), Products Eligible for Special Tariff treatment.

(2) General Note 17, Products of Countries Designated as Beneficiary Countries under the United States-Caribbean Basin Trade Partnership Act of 2000.

(3) Section XXII, Chapter 98, Subchapter II, Articles Exported and Returned, Advanced or Improved Abroad, U.S. Note 7(b).

(4) Section XXII, Chapter 98, Subchapter XX, Goods Eligible for Special Tariff Benefits under the United States-Caribbean Basin Trade Partnership Act; and

(2) Refers to a product offered for purchase under a supply contract, but for purposes of calculating the value of the acquisition, includes services (except transportation services) incidental to the article, provided that the value of those incidental services does not exceed that of the article itself.

"Designated country" means any of the following countries:

(1) A World Trade Organization Government Procurement Agreement (WTO GPA) country (Armenia, Aruba, Austria, Belgium, Bulgaria, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea (Republic of), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Montenegro, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Taiwan (known in the World Trade Organization as "the Separate Customs Territory of Taiwan, Penghu, Kinmen and Matsu (Chinese Taipei)"), Ukraine, or United Kingdom);

(2) A Free Trade Agreement (FTA) country (Australia, Bahrain, Canada, Chile, Colombia, Costa Rica, Dominican Republic, El Salvador, Guatemala, Honduras, Korea (Republic of), Mexico, Morocco, Nicaragua, Oman, Panama, Peru, or Singapore);

(3) A least developed country (Afghanistan, Angola, Bangladesh, Benin, Bhutan, Burkina Faso, Burundi, Cambodia, Central African Republic, Chad, Comoros, Democratic Republic of Congo, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Gambia, Guinea, Guinea-Bissau, Haiti, Kiribati, Laos, Lesotho, Liberia, Madagascar, Malawi, Mali, Mauritania, Mozambique, Nepal, Niger, Rwanda, Samoa, Sao Tome and Principe, Senegal, Sierra Leone, Solomon Islands, Somalia, South Sudan, Tanzania, Timor-Leste, Togo, Tuvalu, Uganda, Vanuatu, Yemen, or Zambia); or

(4) A Caribbean Basin country (Antigua and Barbuda, Aruba, Bahamas, Barbados, Belize, Bonaire, British Virgin Islands, Curacao, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Saba, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Sint Eustatius, Sint Maarten, or Trinidad and Tobago).

"Designated country end product" means a WTO GPA country end product, an FTA country end product, a least developed country end product, or a Caribbean Basin country end product.

"End product" means those articles, materials, and supplies to be acquired under the contract for public use.

"Free Trade Agreement country end product" means an article that —

(1) Is wholly the growth, product, or manufacture of a Free Trade Agreement (FTA) country; or

(2) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in an FTA country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed. The term refers to a product offered for purchase under a supply contract, but for purposes of calculating the value of the end product includes services (except transportation services) incidental to the article, provided that the value of those incidental services does not exceed that of the article itself.

"Least developed country end product" means an article that —

(1) Is wholly the growth, product, or manufacture of a least developed country; or

(2) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a least developed country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed. The term refers to a product offered for purchase under a supply contract, but for purposes of calculating the value of the end product, includes services (except transportation services) incidental to the article, provided that the value of those incidental services does not exceed that of the article itself.

"United States" means the 50 States, the District of Columbia, and outlying areas.

"U.S.-made end product" means an article that is mined, produced, or manufactured in the United States or that is substantially transformed in the United States into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed.

"WTO GPA country end product" means an article that —

(1) Is wholly the growth, product, or manufacture of a WTO GPA country; or

(2) In the case of an article that consists in whole or in part of materials from another country, has been substantially transformed in a WTO GPA country into a new and different article of commerce with a name, character, or use distinct from that of the article or articles from which it was transformed. The term refers to a product offered for purchase under a supply contract, but for purposes of calculating the value of the end product includes services, (except transportation services) incidental to the article, provided that the value of those incidental services does not exceed that of the article itself.

(b) Delivery of end products. The Contracting Officer has determined that the WTO GPA and FTAs apply to this acquisition. Unless otherwise specified, these trade agreements apply to all items in the Schedule. The Contractor shall deliver under this contract only U.S.-made or designated country end products except to the extent that, in its offer, it specified delivery of other end products in the provision entitled "Trade Agreements Certificate."

52.227-14 RIGHTS IN DATA--GENERAL (MAY 2014)

(a) *Definitions*. As used in this clause –

"Computer database" or "database" means a collection of recorded information in a form capable of, and for the purpose of, being stored in, processed, and operated on by a computer. The term does not include computer software.

"Computer software" –

    (1) Means

        (i) Computer programs that comprise a series of instructions, rules, routines, or statements, regardless of the media in which recorded, that allow or cause a computer to perform a specific operation or series of operations; and

        (ii) Recorded information comprising source code listings, design details, algorithms, processes, flow charts, formulas, and related material that would enable the computer program to be produced, created, or compiled.

    (2) Does not include computer databases or computer software documentation.

"Computer software documentation" means owner's manuals, user's manuals, installation instructions, operating instructions, and other similar items, regardless of storage medium, that explain the capabilities of the computer software or provide instructions for using the software.

"Data" means recorded information, regardless of form or the media on which it may be recorded. The term includes technical data and computer software. The term does not include information incidental to contract administration, such as financial, administrative, cost or pricing, or management information.

"Form, fit, and function data" means data relating to items, components, or processes that are sufficient to enable physical and functional interchangeability, and data identifying source, size, configuration, mating and attachment characteristics, functional characteristics, and performance requirements. For computer software it means data identifying source, functional characteristics, and performance requirements but specifically excludes the source code, algorithms, processes, formulas, and flow charts of the software.

"Limited rights" means the rights of the Government in limited rights data as set forth in the Limited Rights Notice of paragraph (g)(3) if included in this clause.

"Limited rights data" means data, other than computer software, that embody trade secrets or are commercial or financial and confidential or privileged, to the extent that such data pertain to items, components, or processes developed at private expense, including minor modifications.

"Restricted computer software" means computer software developed at private expense and that is a trade secret, is commercial or financial and confidential or privileged, or is copyrighted computer software, including minor modifications of the computer software.

"Restricted rights" as used in this clause, means the rights of the Government in restricted computer software, as set forth in a Restricted Rights Notice of paragraph (g) if included in this clause, or as otherwise may be provided in a collateral agreement incorporated in and made part of this contract, including minor modifications of such computer software.

"Technical data" means recorded information (regardless of the form or method of the recording) of a scientific or technical nature (including computer databases and computer software documentation). This term does not include computer software or financial, administrative, cost or pricing, or management data or other information incidental to contract administration. The term includes recorded information of a scientific or technical nature that is included in computer databases (See 41 U.S.C. 116).

"Unlimited rights" means the rights of the Government to use, disclose, reproduce, prepare derivative works, distribute copies to the public, and perform publicly and display publicly, in any manner and for any purpose, and to have or permit others to do so.

(b) Allocation of rights.

(1) Except as provided in paragraph (c) of this clause, the Government shall have unlimited rights in--

    (i) Data first produced in the performance of this contract;

    (ii) Form, fit, and function data delivered under this contract;

    (iii) Data delivered under this contract (except for restricted computer software) that constitute manuals or instructional and training material for installation, operation, or routine maintenance and repair of items, components, or processes delivered or furnished for use under this contract; and

    (iv) All other data delivered under this contract unless provided otherwise for limited rights data or restricted computer software in accordance with paragraph (g) of this clause.

(2) The Contractor shall have the right to--

    (i) Assert copyright in data first produced in the performance of this contract to the extent provided in paragraph (c)(1) of this clause;

    (ii) Use, release to others, reproduce, distribute, or publish any data first produced or specifically used by the Contractor in the performance of this contract, unless provided otherwise in paragraph (d) of this clause;

    (iii) Substantiate the use of, add, or correct limited rights, restricted rights, or copyright notices and to take other appropriate action, in accordance with paragraphs (e) and (f) of this clause; and

    (iv) Protect from unauthorized disclosure and use those data that are limited rights data or restricted computer software to the extent provided in paragraph (g) of this clause.

(c) Copyright--

(1) Data first produced in the performance of this contract.

    (i) Unless provided otherwise in paragraph (d) of this clause, the Contractor may, without prior approval of the Contracting Officer, assert copyright in scientific and technical articles based on or containing data first produced in the performance of this contract and published in academic, technical or professional journals, symposia proceedings, or similar works. The prior, express written permission of the Contracting Officer is required to assert copyright in all other data first produced in the performance of this contract.

    (ii) When authorized to assert copyright to the data, the Contractor shall affix the applicable copyright notices of 17 U.S.C. 401 or 402, and an acknowledgment of Government sponsorship (including contract number).

    (iii) For data other than computer software, the Contractor grants to the Government, and others acting on its behalf, a paid-up, nonexclusive, irrevocable, worldwide license in such copyrighted data to reproduce, prepare derivative works, distribute copies to the public, and perform publicly and display publicly by or on behalf of the Government. For computer software, the Contractor grants to the Government, and others acting on its behalf, a paid-up, nonexclusive, irrevocable, worldwide license in such copyrighted computer software to reproduce, prepare derivative works, and perform publicly and display publicly (but not to distribute copies to the public) by or on behalf of the Government.

(2) *Data not first produced in the performance of this contract*. The Contractor shall not, without the prior written permission of the Contracting Officer, incorporate in data delivered under this contract any data not first produced in the performance of this contract unless the Contractor--

   (i) Identifies the data; and

   (ii) Grants to the Government, or acquires on its behalf, a license of the same scope as set forth in paragraph (c)(1) of this clause or, if such data are restricted computer software, the Government shall acquire a copyright license as set forth in paragraph (g)(4) of this clause (if included in this contract) or as otherwise provided in a collateral agreement incorporated in or made part of this contract.

(3) *Removal of copyright notices*. The Government will not remove any authorized copyright notices placed on data pursuant to this paragraph (c), and will include such notices on all reproductions of the data.

(d) *Release, publication, and use of data*. The Contractor shall have the right to use, release to others, reproduce, distribute, or publish any data first produced or specifically used by the Contractor in the performance of this contract, except--

   (1) As prohibited by Federal law or regulation (e.g., export control or national security laws or regulations);

   (2) As expressly set forth in this contract; or

   (3) If the Contractor receives or is given access to data necessary for the performance of this contract that contain restrictive markings, the Contractor shall treat the data in accordance with such markings unless specifically authorized otherwise in writing by the Contracting Officer.

(e) Unauthorized marking of data.

   (1) Notwithstanding any other provisions of this contract concerning inspection or acceptance, if any data delivered under this contract are marked with the notices specified in paragraph (g) (3) or (g) (4) if included in this clause, and use of the notices is not authorized by this clause, or if the data bears any other restrictive or limiting markings not authorized by this contract, the Contracting Officer may at any time either return the data to the Contractor, or cancel or ignore the markings. However, pursuant to 41 U.S.C. 4703, the following procedures shall apply prior to canceling or ignoring the markings.

      (i) The Contracting Officer will make written inquiry to the Contractor affording the Contractor 60 days from receipt of the inquiry to provide written justification to substantiate the propriety of the markings;

      (ii) If the Contractor fails to respond or fails to provide written justification to substantiate the propriety of the markings within the 60-day period (or a longer time approved in writing by the Contracting Officer for good cause shown), the Government shall have the right to cancel or ignore the markings at any time after said period and the data will no longer be made subject to any disclosure prohibitions.

      (iii) If the Contractor provides written justification to substantiate the propriety of the markings within the period set in paragraph (e)(1)(i) of this clause, the Contracting Officer will consider such written justification and determine whether or not the markings are to be cancelled or ignored. If the Contracting Officer determines that the markings are authorized, the Contractor will be so notified in writing. If the Contracting Officer determines, with concurrence of the head of the contracting activity, that the markings are not authorized, the Contracting Officer will furnish the Contractor a written determination, which determination will become the final agency decision regarding the appropriateness of the markings unless the Contractor files suit in a court of competent

jurisdiction within 90 days of receipt of the Contracting Officer's decision. The Government will continue to abide by the markings under this paragraph (e)(1)(iii) until final resolution of the matter either by the Contracting Officer's determination becoming final (in which instance the Government will thereafter have the right to cancel or ignore the markings at any time and the data will no longer be made subject to any disclosure prohibitions), or by final disposition of the matter by court decision if suit is filed.

(2) The time limits in the procedures set forth in paragraph (e)(1) of this clause may be modified in accordance with agency regulations implementing the Freedom of Information Act (5 U.S.C. 552) if necessary to respond to a request thereunder.

(3) Except to the extent the Government's action occurs as the result of final disposition of the matter by a court of competent jurisdiction, the Contractor is not precluded by paragraph (e) of the clause from bringing a claim, in accordance with the Disputes clause of this contract, that may arise as the result of the Government removing or ignoring authorized markings on data delivered under this contract.

(f) Omitted or incorrect markings.

(1) Data delivered to the Government without any restrictive markings shall be deemed to have been furnished with unlimited rights. The Government is not liable for the disclosure, use, or reproduction of such data.

(2) If the unmarked data has not been disclosed without restriction outside the Government, the Contractor may request, within 6 months (or a longer time approved by the Contracting Officer in writing for good cause shown) after delivery of the data, permission to have authorized notices placed on the data at the Contractor's expense. The Contracting Officer may agree to do so if the Contractor--

(i) Identifies the data to which the omitted notice is to be applied;

(ii) Demonstrates that the omission of the notice was inadvertent;

(iii) Establishes that the proposed notice is authorized; and

(iv) Acknowledges that the Government has no liability for the disclosure, use, or reproduction of any data made prior to the addition of the notice or resulting from the omission of the notice.

(3) If data has been marked with an incorrect notice, the Contracting Officer may--

(i) Permit correction of the notice at the Contractor's expense if the Contractor identifies the data and demonstrates that the correct notice is authorized; or

(ii) Correct any incorrect notices.

(g) Protection of limited rights data and restricted computer software.

(1) The Contractor may withhold from delivery qualifying limited rights data or restricted computer software that are not data identified in paragraphs (b)(1)(i), (ii), and (iii) of this clause. As a condition to this withholding, the Contractor shall--

(i) Identify the data being withheld; and

(ii) Furnish form, fit, and function data instead.

(2) Limited rights data that are formatted as a computer database for delivery to the Government

shall be treated as limited rights data and not restricted computer software.

(3) [Reserved]

(h) *Subcontracting.* The Contractor shall obtain from its subcontractors all data and rights therein necessary to fulfill the Contractor's obligations to the Government under this contract. If a subcontractor refuses to accept terms affording the Government those rights, the Contractor shall promptly notify the Contracting Officer of the refusal and shall not proceed with the subcontract award without authorization in writing from the Contracting Officer.

(i) *Relationship to patents or other rights*. Nothing contained in this clause shall imply a license to the Government under any patent or be construed as affecting the scope of any license or other right otherwise granted to the Government.

52.228-5 INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

52.229-1 STATE AND LOCAL TAXES (APR 1984) (DEVIATION I –MAY 2003)

Notwithstanding the terms of the Federal, State, and Local Taxes clause, the contract price excludes all State and local taxes levied on or measured by the contract or sales price of the services or completed supplies furnished under this contract. The Contractor shall state separately on its invoices taxes excluded from the contract price, and the ordering activity agrees either to pay the amount of the taxes to the Contractor or provide evidence necessary to sustain an exemption.

52.229-3 FEDERAL, STATE, AND LOCAL TAXES (FEB 2013) (DEVIATION – FEB 2007)

(a) As used in this clause —

"After-imposed Federal tax" means any new or increased Federal excise tax or duty, or tax that was exempted or excluded on the contract date but whose exemption was later revoked or reduced during the contract period, on the transactions or property covered by this contract that the Contractor is required to pay or bear as the result of legislative, judicial, or administrative action taking effect after

the contract date. It does not include social security tax or other employment taxes.

"After-relieved Federal tax" means any amount of Federal excise tax or duty, except social security or other employment taxes, that would otherwise have been payable on the transactions or property covered by this contract, but which the Contractor is not required to pay or bear, or for which the Contractor obtains a refund or drawback, as the result of legislative, judicial, or administrative action taking effect after the contract date.

"All applicable Federal, State, and local taxes and duties" means all taxes and duties, in effect on the contract date, that the taxing authority is imposing and collecting on the transactions or property covered by this contract.

"Contract date" means the date set for bid opening or, if this is a negotiated contract or a modification, the effective date of this contract or modification.

"Local taxes" includes taxes imposed by a possession or territory of the United States, Puerto Rico, or the Northern Mariana Islands, if the contract is performed wholly or partly in any of those areas.

(b)   (1) The contract price includes all applicable Federal, State, and local taxes and duties, except as provided in subparagraph (b)(2)(i) of this clause.

(2) Taxes imposed under 26 U.S.C. 5000C may not be —

(i) Included in the contract price; nor

(ii) Reimbursed.

(c) The contract price shall be increased by the amount of any after-imposed Federal tax, provided the Contractor warrants in writing that no amount for such newly imposed Federal excise tax or duty or rate increase was included in the contract price, as a contingency reserve or otherwise.

(d) The contract price shall be decreased by the amount of any after-relieved Federal tax.

(e) The contract price shall be decreased by the amount of any Federal excise tax or duty, except social security or other employment taxes, that the Contractor is required to pay or bear, or does not obtain a refund of, through the Contractor's fault, negligence, or failure to follow instructions of the Contracting Officer.

(f) No adjustment shall be made in the contract price under this clause unless the amount of the adjustment exceeds $250.

(g) The Contractor shall promptly notify the Contracting Officer of all matters relating to any Federal excise tax or duty that reasonably may be expected to result in either an increase or decrease in the contract price and shall take appropriate action as the Contracting Officer directs.

(h) The ordering activity shall, without liability, furnish evidence appropriate to establish exemption from any Federal, State, or local tax when the Contractor requests such evidence and a reasonable basis exists to sustain the exemption.

52.232-33 PAYMENT BY ELECTRONIC FUNDS TRANSFER—SYSTEM FOR AWARD MANAGEMENT (JUL 2013)

(a) Method of payment.

(1) All payments by the Government under this contract shall be made by electronic funds transfer (EFT), except as provided in paragraph (a)(2) of this clause. As used in this clause, the term "EFT" refers to the funds transfer and may also include the payment information transfer.

(2) In the event the Government is unable to release one or more payments by EFT, the Contractor agrees to either—

(i) Accept payment by check or some other mutually agreeable method of payment; or

(ii) Request the Government to extend the payment due date until such time as the Government can make payment by EFT (but see paragraph (d) of this clause).

(b) Contractor's EFT information. The Government shall make payment to the Contractor using the EFT information contained in the System for Award Management (SAM) database. In the event that the EFT information changes, the Contractor shall be responsible for providing the updated information to the SAM database.

(c) Mechanisms for EFT payment. The Government may make payment by EFT through either the Automated Clearing House (ACH) network, subject to the rules of the National Automated Clearing House Association, or the Fedwire Transfer System. The rules governing Federal payments through the ACH are contained in 31 CFR part 210.

(d) Suspension of payment. If the Contractor's EFT information in the SAM database is incorrect, then the Government need not make payment to the Contractor under this contract until correct EFT information is entered into the SAM database; and any invoice or contract financing request shall be deemed not to be a proper invoice for the purpose of prompt payment under this contract. The prompt payment terms of the contract regarding notice of an improper invoice and delays in accrual of interest penalties apply.

(e) Liability for uncompleted or erroneous transfers.

(1) If an uncompleted or erroneous transfer occurs because the Government used the Contractor's EFT information incorrectly, the Government remains responsible for—

(i) Making a correct payment;

(ii) Paying any prompt payment penalty due; and

(iii) Recovering any erroneously directed funds.

(2) If an uncompleted or erroneous transfer occurs because the Contractor's EFT information was incorrect, or was revised within 30 days of Government release of the EFT payment transaction instruction to the Federal Reserve System, and—

(i) If the funds are no longer under the control of the payment office, the Government is deemed to have made payment and the Contractor is responsible for recovery of any erroneously directed funds; or

(ii) If the funds remain under the control of the payment office, the Government shall not make payment, and the provisions of paragraph (d) of this clause shall apply.

(f) EFT and prompt payment. A payment shall be deemed to have been made in a timely manner in accordance with the prompt payment terms of this contract if, in the EFT payment transaction instruction released to the Federal Reserve System, the date specified for settlement of the payment is on or before the prompt payment due date, provided the specified payment date is a valid date under the rules of the Federal Reserve System.

(g) EFT and assignment of claims. If the Contractor assigns the proceeds of this contract as provided for in the assignment of claims terms of this contract, the Contractor shall require as a condition of any such assignment, that the assignee shall register separately in the SAM database and shall be paid by EFT in accordance with the terms of this clause. Notwithstanding any other requirement of this contract, payment to an ultimate recipient other than the Contractor, or a financial institution properly

recognized under an assignment of claims pursuant to subpart 32.8, is not permitted. In all respects, the requirements of this clause shall apply to the assignee as if it were the Contractor. EFT information that shows the ultimate recipient of the transfer to be other than the Contractor, in the absence of a proper assignment of claims acceptable to the Government, is incorrect EFT information within the meaning of paragraph (d) of this clause.

(h) Liability for change of EFT information by financial agent. The Government is not liable for errors resulting from changes to EFT information made by the Contractor's financial agent.

(i) Payment information. The payment or disbursing office shall forward to the Contractor available payment information that is suitable for transmission as of the date of release of the EFT instruction to the Federal Reserve System. The Government may request the Contractor to designate a desired format and method(s) for delivery of payment information from a list of formats and methods the payment office is capable of executing. However, the Government does not guarantee that any particular format or method of delivery is available at any particular payment office and retains the latitude to use the format and delivery method most convenient to the Government. If the Government makes payment by check in accordance with paragraph (a) of this clause, the Government shall mail the payment information to the remittance address contained in the SAM database.

52.232-34 Payment by Electronic Funds Transfer—Other than SYSTEM FOR AWARD MANAGEMENT (JUL 2013) (DEVIATION – FEB 2007)

(a) Method of payment.

(1) All payments by the ordering activity under this contract shall be made by electronic funds transfer (EFT) except as provided in paragraph (a)(2) of this clause. As used in this clause, the term "EFT" refers to the funds transfer and may also include the payment information transfer.

(2) In the event the ordering activity is unable to release one or more payments by EFT, the Contractor agrees to either—

(i) Accept payment by check or some other mutually agreeable method of payment; or

(ii) Request the ordering activity to extend payment due dates until such time as the ordering activity makes payment by EFT (but see paragraph (d) of this clause).

(b) Mandatory submission of Contractor's EFT information.

(1) The Contractor is required to provide the ordering activity with the information required to make payment by EFT (see paragraph (j) of this clause). The Contractor shall provide this information directly to the office designated in this contract to receive that information (hereafter: "designated office") by .. If not otherwise specified in this contract, the payment office is the designated office for receipt of the Contractor's EFT information. If more than one designated office is named for the contract, the Contractor shall provide a separate notice to each office. In the event that the EFT information changes, the Contractor shall be responsible for providing the updated information to the designated office(s).

(2) If the Contractor provides EFT information applicable to multiple contracts, the Contractor shall specifically state the applicability of this EFT information in terms acceptable to the designated office. However, EFT information supplied to a designated office shall be applicable only to contracts that identify that designated office as the office to receive EFT information for that contract.

(c) Mechanisms for EFT payment. The ordering activity may make payment by EFT through either the Automated Clearing House (ACH) network, subject to the rules of the National Automated Clearing House Association, or the Fedwire Transfer System. The rules governing Federal payments through the

ACH are contained in 31 CFR Part 210.

(d) Suspension of payment.

(1) The ordering activity is not required to make any payment under this contract until after receipt, by the designated office, of the correct EFT payment information from the Contractor. Until receipt of the correct EFT information, any invoice or contract financing request shall be deemed not to be a proper invoice for the purpose of prompt payment under this contract. The prompt payment terms of the contract regarding notice of an improper invoice and delays in accrual of interest penalties apply.

(2) If the EFT information changes after submission of correct EFT information, the ordering activity shall begin using the changed EFT information no later than 30 days after its receipt by the designated office to the extent payment is made by EFT. However, the Contractor may request that no further payments be made until the updated EFT information is implemented by the payment office. If such suspension would result in a late payment under the prompt payment terms of this contract, the Contractor's request for suspension shall extend the due date for payment by the number of days of the suspension.

(e) Liability for uncompleted or erroneous transfers.

(1) If an uncompleted or erroneous transfer occurs because the ordering activity used the Contractor's EFT information incorrectly, the ordering activity remains responsible for—

(i) Making a correct payment;

(ii) Paying any prompt payment penalty due; and

(iii) Recovering any erroneously directed funds.

(2) If an uncompleted or erroneous transfer occurs because the Contractor's EFT information was incorrect, or was revised within 30 days of ordering activity release of the EFT payment transaction instruction to the Federal Reserve System, and—

(i) If the funds are no longer under the control of the payment office, the ordering activity is deemed to have made payment and the Contractor is responsible for recovery of any erroneously directed funds; or

(ii) If the funds remain under the control of the payment office, the ordering activity shall not make payment and the provisions of paragraph (d) shall apply.

(f) EFT and prompt payment. A payment shall be deemed to have been made in a timely manner in accordance with the prompt payment terms of this contract if, in the EFT payment transaction instruction released to the Federal Reserve System, the date specified for settlement of the payment is on or before the prompt payment due date, provided the specified payment date is a valid date under the rules of the Federal Reserve System.

(g) EFT and assignment of claims. If the Contractor assigns the proceeds of this contract as provided for in the assignment of claims terms of this contract, the Contractor shall require as a condition of any such assignment, that the assignee shall provide the EFT information required by paragraph (j) of this clause to the designated office, and shall be paid by EFT in accordance with the terms of this clause. In all respects, the requirements of this clause shall apply to the assignee as if it were the Contractor. EFT information that shows the ultimate recipient of the transfer to be other than the Contractor, in the absence of a proper assignment of claims acceptable to the ordering activity, is incorrect EFT information within the meaning of paragraph (d) of this clause.

(h) Liability for change of EFT information by financial agent. The ordering activity is not liable for errors resulting from changes to EFT information provided by the Contractor's financial agent.

(i) Payment information. The payment or disbursing office shall forward to the Contractor available payment information that is suitable for transmission as of the date of release of the EFT instruction to the Federal Reserve System. The ordering activity may request the Contractor to designate a desired format and method(s) for delivery of payment information from a list of formats and methods the payment office is capable of executing. However, the ordering activity does not guarantee that any particular format or method of delivery is available at any particular payment office and retains the latitude to use the format and delivery method most convenient to the ordering activity. If the ordering activity makes payment by check in accordance with paragraph (a) of this clause, the ordering activity shall mail the payment information to the remittance address in the contract.

(j) EFT information. The Contractor shall provide the following information to the designated office. The Contractor may supply this data for this or multiple contracts (see paragraph (b) of this clause).

The Contractor shall designate a single financial agent per contract capable of receiving and processing the EFT information using the EFT methods described in paragraph (c) of this clause.

(1) The contract number (or other procurement identification number).

(2) The Contractor's name and remittance address, as stated in the contract(s).

(3) The signature (manual or electronic, as appropriate), title, and telephone number of the Contractor official authorized to provide this information.

(4) The name, address, and 9-digit Routing Transit Number of the Contractor's financial agent.

(5) The Contractor's account number and the type of account (checking, saving, or lockbox).

(6) If applicable, the Fedwire Transfer System telegraphic abbreviation of the Contractor's financial agent.

(7) If applicable, the Contractor shall also provide the name, address, telegraphic abbreviation, and 9-digit Routing Transit Number of the correspondent financial institution receiving the wire transfer payment if the Contractor's financial agent is not directly on-line to the Fedwire Transfer System; and, therefore, not the receiver of the wire transfer payment.

52.232-36 PAYMENT BY THIRD PARTY (MAY 2014) (DEVIATION – MAY 2003)

(a) *General*.

(1) Except as provided in paragraph (a)(2) of this clause, the Contractor agrees to accept payments due under this contract, through payment by a third party in lieu of payment directly from the ordering activity, in accordance with the terms of this clause. The third party and, if applicable, the particular credit card to be used are identified elsewhere in this contract.

(2) The credit card is not authorized as a method of payment during any period of the System for Award Management (SAM) indicates that the Contractor has delinquent debt that is subject to collection under the Treasury Offset Program (TOP). Information on TOP is available at *http://fms.treas.gov/debt/index.html*. If the SAM subsequently indicates that the Contractor no longer has delinquent debt, the Contractor may request the Contracting Officer to authorize payment by credit card.

(b) *Contractor payment request*.

(1) Except as provided in paragraph (b)(2) of this clause, the Contractor shall make payment requests through a charge to the ordering activity account with the third party, at the time and for the amount due in accordance with those clauses of this contract that authorize the Contractor to

submit invoices, contract financing requests, other payment requests, or as provided in other clauses providing for payment to the Contractor.

(2) When the Contracting Officer has notified the Contractor that the credit card is no longer an authorized method of payment, the Contractor shall make such payment requests in accordance with instructions provided by the Contracting Officer during the period when the purchase card is not authorized.

(c) *Payment*. The Contractor and the third party shall agree that payments due under this contract shall be made upon submittal of payment requests to the third party in accordance with the terms and conditions of an agreement between the Contractor, the Contractor's financial agent (if any), and the third party and its agents (if any). No payment shall be due the Contractor until such agreement is made. Payments made or due by the third party under this clause are not payments made by the ordering activity and are not subject to the Prompt Payment Act or any implementation thereof in this contract.

(d) *Documentation*. Documentation of each charge against the ordering activity's account shall be provided to the Contracting Officer upon request.

(e) *Assignment of claims*. Notwithstanding any other provision of this contract, if any payment is made under this clause, then no payment under this contract shall be assigned under the provisions of the assignment of claims terms of this contract or the Assignment of Claims Act of 1940 (31 U.S.C. 3727, 41 U.S.C. 6305).

(f) *Other payment terms*. The other payment terms of this contract shall govern the content and submission of payment requests. If any clause requires information or documents in or with the payment request, that is not provided in the third party agreement referenced in paragraph (c) of this clause, the Contractor shall obtain instructions from the Contracting Officer before submitting such a payment request.

52.232-37 MULTIPLE PAYMENT ARRANGEMENTS (MAY 1999)

This contract or agreement provides for payments to the Contractor through several alternative methods. The applicability of specific methods of payment and the designation of the payment office(s) are either stated—

(a) Elsewhere in this contract or agreement; or

(b) In individual orders placed under this contract or agreement.

52.232-40 PROVIDING ACCELERATED PAYMENTS TO SMALL BUSINESS SUBCONTRACTORS (DEC 2013)

(a) Upon receipt of accelerated payments from the Government, the Contractor shall make accelerated payments to its small business subcontractors under this contract, to the maximum extent practicable and prior to when such payment is otherwise required under the applicable contract or subcontract, after receipt of a proper invoice and all other required documentation from the small business subcontractor.

(b) The acceleration of payments under this clause does not provide any new rights under the Prompt Payment Act.

(c) Include the substance of this clause, including this paragraph (c), in all subcontracts with small business concerns, including subcontracts with small business concerns for the acquisition of commercial items.

52.233-1 DISPUTES (MAY 2014)

(a) This contract is subject to 41 U.S.C chapter 71, Contract Disputes.

(b) Except as provided in 41 U.S.C chapter 71, all disputes arising under or relating to this contract shall be resolved under this clause.

(c) "Claim as used in this clause, means a written demand or written assertion by one of the contracting parties seeking, as a matter of right, the payment of money in a sum certain, the adjustment or interpretation of contract terms, or other relief arising under or relating to this contract. However, a written demand or written assertion by the Contractor seeking the payment of money exceeding $100,000 is not a claim under 41 U.S.C chapter 71 until certified. A voucher, invoice, or other routine request for payment that is not in dispute when submitted is not a claim under 41 U.S.C chapter 71. The submission may be converted to a claim under 41 U.S.C chapter 71, by complying with the submission and certification requirements of this clause, if it is disputed either as to liability or amount or is not acted upon in a reasonable time.

(d)   (1) A claim by the Contractor shall be made in writing and, unless otherwise stated in this contract, submitted within 6 years after accrual of the claim to the Contracting Officer for a written decision. A claim by the Government against the Contractor shall be subject to a written decision by the Contracting Officer.

   (2)   (i) The Contractor shall provide the certification specified in paragraph (d)(2)(iii) of this clause when submitting any claim exceeding $100,000.

        (ii) The certification requirement does not apply to issues in controversy that have not been submitted as all or part of a claim.

        (iii) The certification shall state as follows: "I certify that the claim is made in good faith; that the supporting data are accurate and complete to the best of my knowledge and belief; that the amount requested accurately reflects the contract adjustment for which the Contractor believes the Government is liable; and that I am authorized to certify the claim on behalf of the Contractor."

   (3) The certification may be executed by any person authorized to bind the Contractor with respect to the claim.

(e) For Contractor claims of $50,000 or less, the Contracting Officer must, if requested in writing by the Contractor, render a decision within 60 days of the request. For Contractor-certified claims over $50,000, the Contracting Officer must, within 60 days, decide the claim or notify the Contractor of the date by which the decision will be made.

(f) The Contracting Officer's decision shall be final unless the Contractor appeals or files a suit as provided in 41 U.S.C chapter 71.

(g) If the claim by the Contractor is submitted to the Contracting Officer or a claim by the Government is presented to the Contractor, the parties, by mutual consent, may agree to use alternative dispute resolution (ADR). If the Contractor refuses an offer for ADR, the Contractor shall inform the Contracting Officer, in writing, of the Contractor's specific reasons for rejecting the offer.

(h) The Government shall pay interest on the amount found due and unpaid from (1) the date that the Contracting Officer receives the claim (certified, if required); or (2) the date that payment otherwise would be due, if that date is later, until the date of payment. With regard to claims having defective certifications, as defined in FAR 33.201, interest shall be paid from the date that the Contracting Officer initially receives the claim. Simple interest on claims shall be paid at the rate, fixed by the Secretary of the Treasury as provided in the Act, which is applicable to the period during which the Contracting Officer receives the claim and then at the rate applicable for each 6-month period as fixed by the Treasury Secretary during the pendency of the claim.

(i) The Contractor shall proceed diligently with performance of this contract, pending final resolution of

any request for relief, claim, appeal, or action arising under the contract, and comply with any decision of the Contracting Officer.

52.233-3 PROTEST AFTER AWARD (AUG 1996)

(a) Upon receipt of a notice of protest (as defined in FAR 33.101) or a determination that a protest is likely (see FAR 33.102(d)), the Contracting Officer may, by written order to the Contractor, direct the Contractor to stop performance of the work called for by this contract. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Upon receipt of the final decision in the protest, the Contracting Officer shall either—

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled either before or after a final decision in the protest, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if—

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to an adjustment within 30 days after the end of the period of work stoppage; provided, that if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the request at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

(e) The Government's rights to terminate this contract at anytime are not affected by action taken under this clause.

(f) If, as the result of the Contractor's intentional or negligent misstatement, misrepresentation, or miscertification, a protest related to this contract is sustained, and the Government pays costs, as provided in FAR 33.102(b)(2), or 33.104(h)(1), the Government may require the Contractor to reimburse the Government the amount of such costs. In addition to any other remedy available, and pursuant to the requirements of Subpart 32.6, the Government may collect this debt by offsetting the amount against any payment due the Contractor under any contract between the Contractor and the Government.

52.233-4 APPLICABLE LAW FOR BREACH OF CONTRACT CLAIM (OCT 2004)

United States law will apply to resolve any claim of breach of this contract.

52.237-2 PROTECTION OF GOVERNMENT BUILDINGS,

EQUIPMENT, AND VEGETATION (APR 1984)

The Contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation on the Government installation. If the Contractor's failure to use reasonable care causes damage to any of this property, the Contractor shall replace or repair the damage at no expense to the Government as the Contracting Officer directs. If the Contractor fails or refuses to make such repair or replacement, the Contractor shall be liable for the cost, which may be deducted from the contract price.

52.237-3 CONTINUITY OF SERVICES (JAN 1991) (DEVIATION – MAY 2003)

(a) The Contractor recognizes that the services under this contract are vital to the ordering activity and must be continued without interruption and that, upon contract expiration, a successor, either the ordering activity or another contractor, may continue them. The Contractor agrees to-

(1) Furnish phase-in training; and

(2) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

52.239-1 PRIVACY OR SECURITY SAFEGUARDS (AUG 1996)

(a) The Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the Contractor under this contract or otherwise provided by the Government.

(b) To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of Government data, the Contractor shall afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases.

(c) If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

52.242-13 BANKRUPTCY (JUL 1995)

In the event the Contractor enters into proceedings relating to bankruptcy, whether voluntary or involuntary, the Contractor agrees to furnish, by certified mail or electronic commerce method authorized by the contract, written notification of the bankruptcy to the Contracting Officer responsible for administering the contract. This notification shall be furnished within five days of the initiation of the proceedings relating to bankruptcy filing. This notification shall include the date on which the bankruptcy petition was filed, the identity of the court in which the bankruptcy petition was filed, and a listing of Government contract numbers and contracting offices for all Government contracts against which final payment has not been made. This obligation remains in effect until final payment under this contract.

52.242-15 STOP-WORK ORDER (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either —

   (1) Cancel the stop-work order; or

   (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if —

   (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

   (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

52.242-5 PAYMENTS TO SMALL BUSINESS SUBCONTRACTORS (JAN 2017)

(a) *Definitions*. As used in this clause —

   Reduced payment means a payment that is for less than the amount agreed upon in a subcontract in accordance with its terms and conditions, for supplies and services for which the Government has paid the prime contractor.

   Untimely payment means a payment that is more than 90 days past due under the terms and

conditions of a subcontract, for supplies and services for which the Government has paid the prime contractor.

(b) *Notice*. The Contractor shall notify the Contracting Officer, in writing, not later than 14 days after —

    (1) A small business subcontractor was entitled to payment under the terms and conditions of the subcontract; and

    (2) The Contractor —

        (i) Made a reduced or untimely payment to the small business subcontractor; or

        (ii) Failed to make a payment, which is now untimely.

(c) *Content of notice*. The Contractor shall include the reason(s) for making the reduced or untimely payment in any notice required under paragraph (b) of this clause.

52.246-4 INSPECTION OF SERVICES—FIXED-PRICE (AUG 1996) (DEVIATION - MAY 2003)

(a) Definition: "Services," as used in this clause, includes services performed, workmanship, and material furnished or utilized in the performance of services.

(b) The Contractor shall provide and maintain an inspection system acceptable to the ordering activity covering the services under this contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the ordering activity during contract performance and for as long afterwards as the contract requires.

(c) The ordering activity has the right to inspect and test all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The ordering activity shall perform inspections and tests in a manner that will not unduly delay the work.

(d) If the ordering activity performs inspections or tests on the premises of the Contractor or a subcontractor, the Contractor shall furnish, and shall require subcontractors to furnish, at no increase in contract price, all reasonable facilities and assistance for the safe and convenient performance of these duties.

(e) If any of the services do not conform with contract requirements, the ordering activity may require the Contractor to perform the services again in conformity with contract requirements, at no increase in contract amount. When the defects in services cannot be corrected by reperformance, the ordering activity may—

    (1) Require the Contractor to take necessary action to ensure that future performance conforms to contract requirements; and

    (2) Reduce the contract price to reflect the reduced value of the services performed.

(f) If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with contract requirements, the ordering activity may--

    (1) By contract or otherwise, perform the services and charge to the Contractor any cost incurred by the ordering activity that is directly related to the performance of such service; or

    (2) Terminate the contract for default.

52.247-34 F.O.B. DESTINATION (NOV 1991) (DEVIATION – MAY 2003)

(a) The term "f.o.b. destination," as used in this clause, means—

(1) Free of expense to the ordering activity, on board the carrier's conveyance, at a specified delivery point where the consignee's facility (plant, warehouse, store, lot, or other location to which shipment can be made) is located; and

(2) Supplies shall be delivered to the destination consignee's wharf (if destination is a port city and supplies are for export), warehouse unloading platform, or receiving dock, at the expense of the Contractor. The ordering activity shall not be liable for any delivery, storage, demurrage, accessorial, or other charges involved before the actual delivery (or "constructive placement" as defined in carrier tariffs) of the supplies to the destination, unless such charges are caused by an act or order of the ordering activity acting in its contractual capacity. If rail carrier is used, supplies shall be delivered to the specified unloading platform of the consignee. If motor carrier (including "piggyback") is used, supplies shall be delivered to truck tailgate at the unloading platform of the consignee, except when the supplies delivered meet the requirements of Item 568 of the National Motor Freight Classification for "heavy or bulky freight." When supplies meeting the requirements of the referenced Item 568 are delivered, unloading (including movement to the tailgate) shall be performed by the consignee, with assistance from the truck driver, if requested. If the Contractor uses rail carrier or freight forwarder for less than carload shipments, the Contractor shall ensure that the carrier will furnish tailgate delivery, when required, if transfer to truck is required to complete delivery to consignee.

(b) The Contractor shall—

(1) (i) Pack and mark the shipment to comply with contract specifications; or

(ii) In the absence of specifications, prepare the shipment in conformance with carrier requirements;

(2) Prepare and distribute commercial bills of lading;

(3) Deliver the shipment in good order and condition to the point of delivery specified in the contract;

(4) Be responsible for any loss of and/or damage to the goods occurring before receipt of the shipment by the consignee at the delivery point specified in the contract;

(5) Furnish a delivery schedule and designate the mode of delivering carrier; and

(6) Pay and bear all charges to the specified point of delivery.

52.247-38 F.o.b. Inland Carrier, Point of Exportation (FEB 2006) (DEVIATION – FEB 2007)

(a) The term "f.o.b. inland carrier, point of exportation," as used in this clause, means free of expense to the ordering activity, on board the conveyance of the inland carrier, delivered to the specified point of exportation.

(b) The Contractor shall—

(1) (i) Pack and mark the shipment to comply with contract specifications; or

(ii) In the absence of specifications, prepare the shipment for ocean transportation in conformance with carrier requirements to protect the goods and to ensure assessment of

the lowest applicable transportation charge;

(2) Prepare and distribute commercial bills of lading or other transportation receipt;

(3) (i) Deliver the shipment in good order and condition in or on the conveyance of the carrier on the date or within the period specified; and

(ii) Pay and bear all applicable charges, including transportation costs, to the point of delivery specified in the contract;

(4) Be responsible for any loss of and/or damage to the goods occurring before delivery of the shipment to the point of delivery in the contract; and

(5) At the ordering activity's request and expense, assist in obtaining the documents required for—

(i) Exportation; or

(ii) Importation at destination.

52.247-39 F.O.B. INLAND POINT, COUNTRY OF IMPORTATION (APR 1984)

(a) The term "f.o.b. inland point, country of importation," as used in this clause, means free of expense to the Government, on board the indicated type of conveyance of the carrier, delivered to the specified inland point where the consignee's facility is located.

(b) The Contractor shall—

(1) (i) Pack and mark the shipment to comply with contract specifications; or

(ii) In the absence of specifications, prepare the shipment for ocean transportation in conformance with carrier requirements to protect the goods;

(2) (i) Deliver, in or on the inland carrier's conveyance, the shipment in good order and condition to the specified inland point where the consignee's facility is located; and

(ii) Pay and bear all applicable charges incurred up to the point of delivery, including transportation costs; export, import, or other fees or taxes; costs of landing; wharfage costs; customs duties and costs of certificates of origin; consular invoices; and other documents that may be required for importation; and

(3) Be responsible for any loss of and/or damage to the goods until their arrival on or in the carrier's conveyance at the specified inland point.

52.251-1 GOVERNMENT SUPPLY SOURCES (APR 2012)

The Contracting Officer may issue the Contractor an authorization to use Government supply sources in the performance of this contract. Title to all property acquired by the Contractor under such an authorization shall vest in the Government unless otherwise specified in the contract. The provisions of the clause at FAR 52.245-1, Government Property, apply to all property acquired under such authorization.

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were

given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

For contract clauses which are contained in the Federal Acquisition Regulation (FAR) the address is http://acquisition.gov/far/.

Number	Title	Clause/Provision
52.202-1	DEFINITIONS (NOV 2013)	Clause
52.203-17	CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLEBLOWER RIGHTS (APR 2014)	Clause
52.203-3	GRATUITIES (APR 1984)	Clause
52.204-13	SYSTEM FOR AWARD MANAGEMENT MAINTENANCE (OCT 2016)	Clause
52.204-19	INCORPORATION BY REFERENCE OF REPRESENTATIONS AND CERTIFICATIONS (DEC 2014)	Clause
52.204-4	PRINTED OR COPIED DOUBLE-SIDED ON POSTCONSUMER FIBER CONTENT PAPER (MAY 2011)	Clause
52.204-7	SYSTEM FOR AWARD MANAGEMENT (OCT 2016)	Clause
52.204-9	PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)	Clause
52.207-5	OPTION TO PURCHASE EQUIPMENT (FEB 1995)	Clause
52.209-10	PROHIBITION ON CONTRACTING WITH INVERTED DOMESTIC CORPORATIONS (NOV 2015)	Clause
52.211-16	VARIATION IN QUANTITY (APR 1984)	Clause
52.212-4	CONTRACT TERMS AND CONDITIONS - COMMERCIAL ITEMS (JAN 2017) (DEVIATION I - FEB 2007)	Clause
52.212-4	CONTRACT TERMS AND CONDITIONS - COMMERCIAL ITEMS (JAN 2017) (ALTERNATE I - JAN 2017) (DEVIATION I - FEB 2007)	Clause
52.215-21	REQUIREMENTS FOR CERTIFIED COST OR PRICING DATA AND DATA OTHER THAN CERTIFIED COST OR PRICING DATA--MODIFICATIONS (OCT 2010) (ALTERNATE IV - OCT 2010)	Clause
52.216-19	ORDER LIMITATIONS (OCT 1995) (DEVIATED II - FEB 2007)	Clause

52.216-22	INDEFINITE QUANTITY (OCT 1995)	Clause
52.217-8	OPTION TO EXTEND SERVICES (NOV 1999)	Clause
52.222-1	NOTICE TO THE GOVERNMENT OF LABOR DISPUTES (FEB 1997)	Clause
52.222-29	NOTIFICATION OF VISA DENIAL (APR 2015)	Clause
52.223-10	WASTE REDUCTION PROGRAM (MAY 2011)	Clause
52.223-17	AFFIRMATIVE PROCUREMENT OF EPA-DESIGNATED ITEMS IN SERVICE AND CONSTRUCTION CONTRACTS (MAY 2008)	Clause
52.223-19	COMPLIANCE WITH ENVIRONMENTAL MANAGEMENT SYSTEMS (MAY 2011)	Clause
52.223-2	AFFIRMATIVE PROCUREMENT OF BIOBASED PRODUCTS UNDER SERVICE AND CONSTRUCTION CONTRACTS (SEP 2013)	Clause
52.223-5	POLLUTION PREVENTION AND RIGHT-TO-KNOW INFORMATION (MAY 2011)	Clause
52.224-1	PRIVACY ACT NOTIFICATION (APR 1984)	Clause
52.224-2	PRIVACY ACT (APR 1984)	Clause
52.227-14	RIGHTS IN DATA--GENERAL (MAY 2014)	Clause
52.228-5	INSURANCE--WORK ON A GOVERNMENT INSTALLATION (JAN 1997)	Clause
52.229-1	STATE AND LOCAL TAXES (APR 1984) (DEVIATION I - MAY 2003)	Clause
52.229-3	FEDERAL, STATE, AND LOCAL TAXES (FEB 2013) (DEVIATION I - FEB 2007)	Clause
52.232-34	PAYMENT BY ELECTRONIC FUNDS TRANSFER--OTHER THAN SYSTEM FOR AWARD MANAGEMENT (JUL 2013) (DEVIATION I - FEB 2007)	Clause
52.232-36	PAYMENT BY THIRD PARTY (MAY 2014) (DEVIATION I - MAY 2003)	Clause
52.232-37	MULTIPLE PAYMENT ARRANGEMENTS (MAY 1999)	Clause
52.233-1	DISPUTES (MAY 2014)	Clause
52.237-2	PROTECTION OF GOVERNMENT BUILDINGS, EQUIPMENT, AND VEGETATION (APR 1984)	Clause

52.237-3	CONTINUITY OF SERVICES (JAN 1991) (DEVIATION I - MAY 2003)	Clause
52.242-13	BANKRUPTCY (JUL 1995)	Clause
52.242-15	STOP-WORK ORDER (AUG 1989)	Clause
52.242-5	PAYMENTS TO SMALL BUSINESS SUBCONTRACTORS (JAN 2017)	Clause
52.246-4	INSPECTION OF SERVICES--FIXED-PRICE (AUG 1996) (DEVIATION I - MAY 2003)	Clause
52.247-34	F.O.B. DESTINATION (NOV 1991) (DEVIATION I - MAY 2003)	Clause
52.247-38	F.O.B. INLAND CARRIER, POINT OF EXPORTATION (FEB 2006) (DEVIATION I - FEB 2007)	Clause
52.247-39	F.O.B. INLAND POINT, COUNTRY OF IMPORTATION (APR 1984)	Clause
52.251-1	GOVERNMENT SUPPLY SOURCES (APR 2012)	Clause
552.211-73	MARKING (FEB 1996)	Clause
552.211-75	PRESERVATION, PACKAGING, AND PACKING (FEB 1996) (ALTERNATE I - MAY 2003)	Clause
552.211-77	PACKING LIST (FEB 1996) (ALTERNATE I - MAY 2003)	Clause
552.212-70	PREPARATION OF OFFER (MULTIPLE AWARD SCHEDULE) (AUG 1997)	Clause
552.229-71	FEDERAL EXCISE TAX--DC GOVERNMENT (SEP 1999)	Clause
552.232-74	INVOICE PAYMENTS (SEP 1999)	Clause
552.232-79	PAYMENT BY CREDIT CARD (MAY 2003)	Clause
552.232-81	PAYMENTS BY NON-FEDERAL ORDERING ACTIVITIES (MAY 2003)	Clause
552.232-83	CONTRACTOR'S BILLING RESPONSIBILITIES (MAY 2003)	Clause
552.238-73	CANCELLATION (SEP 1999)	Clause
552.238-77	DEFINITION (FEDERAL SUPPLY SCHEDULES) - NON-FEDERAL ENTITY (JUL 2016)	Clause
552.238-79	USE OF FEDERAL SUPPLY SCHEDULE CONTRACTS BY NON-FEDERAL ENTITIES (JUL 2016)	Clause
552.252-6	AUTHORIZED DEVIATIONS IN CLAUSES (SEP 1999) (DEVIATION FAR 52.252-6)	Clause
C-FSS-412	CHARACTERISTICS OF ELECTRIC CURRENT (MAY 2000)	Clause
D-FSS-471	MARKING AND DOCUMENTATION	Clause

	REQUIREMENTS PER SHIPMENT (APR 1984)	
D-FSS-477	TRANSSHIPMENTS (APR 1984)	Clause
I-FSS-314	FOREIGN TAXES AND DUTIES (DEC 1990)	Clause
I-FSS-594	PARTS AND SERVICE (OCT 1988)	Clause

552.203-71 RESTRICTION ON ADVERTISING (SEP 1999)

The Contractor shall not refer to this contract in commercial advertising or similar promotions in such a manner as to state or imply that the product or service provided is endorsed or preferred by the White House, the Executive Office of the President, or any other element of the Federal Government, or is considered by these entities to be superior to other products or services. Any advertisement by the Contractor, including price-off coupons, that refers to a military resale activity shall contain the following statement: "This advertisement is neither paid for nor sponsored, in whole or in part, by any element of the United States Government."

552.211-73 MARKING (FEB 1996)

(a) *General requirements*. Interior packages, if any, and exterior shipping containers shall be marked as specified elsewhere in the contract. Additional marking requirements may be specified on delivery orders issued under the contract. If not otherwise specified, interior packages and exterior shipping containers shall be marked in accordance with the following standards.

(1) *Deliveries to civilian activities.* Supplies shall be marked in accordance with Federal Standard 123, edition in effect on the date of issuance of the solicitation.

(2) *Deliveries to military activities*. Supplies shall be marked in accordance with Military Standard 129, edition in effect on the date of issuance of the solicitation.

(b) *Improperly marked material*. When Government inspection and acceptance are at destination, and delivered supplies are not marked in accordance with contract requirements, the Government has the right, without prior notice to the Contractor to perform the required marking, by contract or otherwise, and charge the Contractor, therefor at the rate specified elsewhere in this contract. This right is not exclusive, and is in addition to other rights or remedies provided for in this contract.

552.211-75 PRESERVATION, PACKAGING, AND PACKING (FEB 1996) (ALTERNATE I - MAY 2003)

Unless otherwise specified, all items shall be preserved, packaged, and packed in accordance with normal commercial practices, as defined in the applicable commodity specification. Packaging and packing shall comply with the requirements of the Uniform Freight Classification and the National Motor Freight Classification (issue in effect at time of shipment) and each shipping container of each item in a shipment shall be of uniform size and content, except for residual quantities. Where special or unusual packing is specified in an order, but not specifically provided for by the contract, such packing details must be the subject of an agreement independently arrived at between the ordering activity and the Contractor.

552.211-77 PACKING LIST (FEB 1996) (ALTERNATE I – MAY 2003)

(a) A packing list or other suitable shipping document shall accompany each shipment and shall indicate: (1) Name and address of consignor; (2) Name and complete address of consignee; (3) Ordering activity order or requisition number; (4) Government bill of lading number covering the shipment (if any); and (5) Description of the material shipped, including item number, quantity, number of containers, and package number (if any).

(b) When payment will be made by Ordering activity commercial credit card, in addition to the information in (a) above, the packing list or shipping document shall include: (1) Cardholder name and telephone number; and (2) the term "Credit Card."

552.211-78 COMMERCIAL DELIVERY SCHEDULE (MULTIPLE AWARD SCHEDULE) (FEB 1996)

(a) Time of Delivery. The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO) in the case of F.O.B. Destination prices; or to place of shipment in transit in the case of F.O.B. Origin prices, as set forth below. Offerors shall insert in the "Time of Delivery (days ARO)" column in the schedule of Items a definite number of calendar days within which delivery will be made. In no case shall the offered delivery time exceed the Contractor's normal commercial practice. The Government requires the Contractor's normal commercial delivery time, as long as it is less than the "stated" delivery time(s) shown below. If the Offeror does not insert a delivery time in the schedule of items, the Offeror will be deemed to offer delivery in accordance with the Government's stated delivery time, as stated below:

ITEMS OR GROUP OF ITEMS (Special item No. or nomenclature)	GOVERNMENT STATED DELIVERY TIME (Days ARO)	CONTRACTOR'S NORMAL COMMERCIAL DELIVERY TIME
.	.	_____
.	.	_____
.	.	_____

(b) Expedited Delivery Times. For those items that can be delivered quicker than the delivery times in paragraph (a), above, the Offeror is requested to insert below, a time (hours/days ARO) that delivery can be made when expedited delivery is requested.

ITEM OR GROUP OF ITEMS (Special Item No. of nomenclature)	Expedited Delivery Time (Hours/Days ARO)
_____	_____
_____	_____
_____	_____

(c) Overnight and 2-Day Delivery Times. Ordering activities may require overnight or 2—day delivery. The Offeror is requested to annotate its price list or by separate attachment identify the items that can be delivered overnight or within 2 days. Contractors offering such delivery services will be required to state in the cover sheet to its FSS price list details concerning this service.

**552.212-4 CONTRACT TERMS AND CONDITIONS –
COMMERCIAL ITEMS (MAY 2015) (ALTERNATE II – JUL 2009)
(FAR DEVIATION – JUL 2015) (TAILORED)**

(a) *Inspection/Acceptance*. The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Ordering activity reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Ordering activity may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. If repair/replacement or reperformance will not correct the defects or is not possible, the Ordering activity may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The Ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

(b) *Assignment*. The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C. 3727). However, when a third party makes payment (e.g., use of the Governmentwide commercial purchase card), the Contractor may not assign its rights to receive payment under this contract.

(c) *Changes*. Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

(d) *Disputes*. This contract is subject 41 U.S.C. chapter 71, Contract Disputes. Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

(e) *Definitions*. The clause at FAR 52.202-1, Definitions, is incorporated herein by reference.

(f) *Excusable delays*. The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as, acts of God or the public enemy, acts of the Ordering activity in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

(g) *Invoice.* #

   (1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include –

      (i) Name and address of the Contractor;

      (ii) Invoice date and number;

      (iii) Contract number, contract line item number and, if applicable, the order number;

      (iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;

      (v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;

      (vi) Terms of any discount for prompt payment offered;

(vii) Name and address of official to whom payment is to be sent;

(viii) Name, title, and phone number of person to notify in event of defective invoice; and

(ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

(x) Electronic funds transfer (EFT) banking information.

(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.

(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (e.g., 52.232-33, Payment by Electronic Funds Transfer – System for Award Management, or 52.232-34, Payment by Electronic Funds Transfer – Other Than System for Award Management), or applicable agency procedures.

(C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

(2) The due date for making invoice payments by the designated payment office is the later of the following two events:

(i) The 10th day after the designated billing office receives a proper invoice from the Contractor. If the designated billing office fails to annotate the invoice with the date of receipt at the time of receipt, the invoice payment due date shall be the 10th day after the date of the Contractor's invoice; provided the Contractor submitted a proper invoice and no disagreement exists over quantity, quality, or Contractor compliance with contract requirements.

(ii) The 10th day after Government acceptance of supplies delivered or services performed by the Contractor.

(h) *Patent indemnity*. The Contractor shall indemnify the Ordering activity and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

(i) *Payment*.

(1) *Items accepted*. Payment shall be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract.

(2) *Prompt payment*. The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR part 1315.

(3) *Electronic Funds Transfer (EFT)*. If the Government makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.

(4) *Discount*. In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(5) *Overpayments*. If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the Government has otherwise overpaid on a contract financing or invoice payment, the Contractor shall--

(i) Remit the overpayment amount to the payment office cited in the contract along with a description of the overpayment including the-

(A) Circumstances of the overpayment (e.g., duplicate payment, erroneous payment, liquidation errors, date(s) of overpayment);

(B) Affected contract number and delivery order number, if applicable;

(C) Affected contract line item or subline item, if applicable; and

(D) Contractor point of contact.

(ii) Provide a copy of the remittance and supporting documentation to the Contracting Officer.

(6) *Interest.*

(i) All amounts that become payable by the Contractor to the Government under this contract shall bear simple interest from the date due until paid unless paid within 30 days of becoming due. The interest rate shall be the interest rate established by the Secretary of the Treasury as provided in 41 U.S.C. 7109, which is applicable to the period in which the amount becomes due, as provided in (i)(6)(v) of this clause, and then at the rate applicable for each six-month period as fixed by the Secretary until the amount is paid.

(ii) The Government may issue a demand for payment to the Contractor upon finding a debt is due under the contract.

(iii) Final decisions. The Contracting Officer will issue a final decision as required by 33.211 if -

(A) The Contracting Officer and the Contractor are unable to reach agreement on the existence or amount of a debt within 30 days;

(B) The Contractor fails to liquidate a debt previously demanded by the Contracting Officer within the timeline specified in the demand for payment unless the amounts were not repaid because the Contractor has requested an installment payment agreement; or

(C) The Contractor requests a deferment of collection on a debt previously demanded by the Contracting Officer (see 32.607-2).

(iv) If a demand for payment was previously issued for the debt, the demand for payment included in the final decision shall identify the same due date as the original demand for payment.

(v) Amounts shall be due at the earliest of the following dates:

(A) The date fixed under this contract.

(B) The date of the first written demand for payment, including any demand for payment resulting from a default termination.

(vi) The interest charge shall be computed for the actual number of calendar days involved beginning on the due date and ending on-

(A) The date on which the designated office receives payment from the Contractor;

(B) The date of issuance of a Government check to the Contractor from which an amount otherwise payable has been withheld as a credit against the contract debt; or

(C) The date on which an amount withheld and applied to the contract debt

would otherwise have become payable to the Contractor.

(vii) The interest charge made under this clause may be reduced under the procedures prescribed in 32.608-2 of the Federal Acquisition Regulation in effect on the date of this contract.

(j) *Risk of loss*. Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the Ordering activity upon:

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the Ordering activity at the destination specified in the contract, if transportation is f.o.b. destination.

(k) *Taxes*. The contract price includes all applicable Federal, State, and local taxes and duties.

(l) *Termination for the Ordering activity's convenience*. The Ordering activity reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of the Ordering activity using its standard record keeping system, have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Ordering activity any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

(m) *Termination for cause*. The Ordering activity may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Ordering activity, upon request, with adequate assurances of future performance. In the event of termination for cause, the Ordering activity shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the Ordering activity for any and all rights and remedies provided by law. If it is determined that the Ordering activity improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) *Title*. Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the Ordering activity upon acceptance, regardless of when or where the Ordering activity takes physical possession.

(o) *Warranty*. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(p) *Limitation of liability*. Except as otherwise provided by an express warranty, the Contractor will not be liable to the Ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

(q) *Other compliances*. The Contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this contract.

(r) *Compliance with laws unique to Government contracts*. The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 18 U.S.C. 431 relating to officials not to benefit; 40 U.S.C. chapter 37, Contract Work Hours and Safety Standards; 41 U.S.C. chapter 87, Kickbacks; 41 U.S.C. 4712 and 10 U.S.C. 2409 relating to whistleblower protections; 49 U.S.C. 40118, Fly American; and 41 U.S.C. chapter 21 relating to procurement integrity.

(s) *Order of precedence.* Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order:

   (1) The schedule of supplies/services.

   (2) The Assignments, Disputes, Payments, Invoice, Other Compliances, Compliance with Laws Unique to Government Contracts, Unauthorized Obligations, and Commercial Supplier Agreements – Unenforceable Clauses paragraphs of this clause,

   (3) The clause at 52.212-5,

   (4) Solicitation provisions if this is a solicitation.

   (5) Other paragraphs of this clause.

   (6) Addenda to this solicitation or contract, including any license agreements for computer software.

   (7) The Standard Form 1449.

   (8) Other documents, exhibits, and attachments.

   (9) The specification.

(t) *System for Award Management (SAM).*

   (1) Unless exempted by an addendum to this contract, the Contractor is responsible during performance and through final payment of any contract for the accuracy and completeness of the data within the SAM database, and for any liability resulting from the Ordering activity's reliance on inaccurate or incomplete data. To remain registered in the SAM database after the initial registration, the Contractor is required to review and update on an annual basis from the date of initial registration or subsequent updates its information in the SAM database to ensure it is current, accurate and complete. Updating information in the SAM does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

   (2)   (i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in FAR Subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to (A) change the name in the SAM database; (B) comply with the requirements of Subpart 42.12; and (C) agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

   (ii) If the Contractor fails to comply with the requirements of paragraph (t)(2)(i) of this clause, or fails to perform the agreement at paragraph (t)(2)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the SAM information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the "Suspension of Payment" paragraph of the electronic funds transfer (EFT) clause of this contract.

   (3) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the SAM record to reflect an assignee for the purpose of assignment of claims (see Subpart 32.8, Assignment of Claims). Assignees shall be separately registered in the SAM database. Information provided to the Contractor's SAM record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be

considered to be incorrect information within the meaning of the "Suspension of payment" paragraph of the EFT clause of this contract.

(4) Offerors and Contractors may obtain information on registration and annual confirmation requirements via SAM accessed through *https://www.acquisition.gov*.

(u) *Unauthorized Obligations*

(1) Except as stated in paragraph (u)(2) of this clause, when any supply or service acquired under this contract is subject to any commercial supplier agreement (as defined in 502.101) that includes any language, provision, or clause requiring the Government to indemnify the Contractor or any person or entity for damages, costs, fees, or any other loss or liability that would create an Anti-Deficiency Act violation (31 U.S.C. 1341), the following shall govern:

> (i) Any such language, provision, or clause is unenforceable against the Government.

> (ii) Neither the Government nor any Government authorized end user shall be deemed to have agreed to such clause by virtue of it appearing in the commercial supplier agreement. If the commercial supplier agreement is invoked through an "I agree" click box or other comparable mechanism (*e.g*., "click-wrap" or "browse-wrap" agreements), execution does not bind the Government or any Government authorized end user to such clause.

> (iii) Any such language, provision, or clause is deemed to be stricken from the commercial supplier agreement.

(2) Paragraph (u)(1) of this clause does not apply to indemnification by the Government that is expressly authorized by statute and specifically authorized under applicable agency regulations and procedures.

(v) *Incorporation by reference*. The Contractor's representations and certifications, including those completed electronically via the System for Award Management (SAM), are incorporated by reference into the contract.

(w) Commercial supplier agreements – unenforceable clauses

When any supply or service acquired under this contract is subject to a commercial supplier agreement (as defined in 502.101), the following language shall be deemed incorporated into the commercial supplier agreement. As used herein, "this agreement" means the commercial supplier agreement:

(1) Notwithstanding any other provision of this agreement, when the end user is an agency or instrumentality of the U.S. Government, the following shall apply:

> (i) *Applicability*. This agreement is a part of a contract between the commercial supplier and the U.S. Government for the acquisition of the supply or service that necessitates a license (including all contracts, task orders, and delivery orders under FAR Part 12).

> (ii) *End user*. This agreement shall bind the ordering activity as end user but shall not operate to bind a Government employee or person acting on behalf of the Government in his or her personal capacity.

> (iii) *Law and disputes*. This agreement is governed by Federal law.

>> (A) Any language purporting to subject the U.S. Government to the laws of a U.S. state, U.S. territory, district, or municipality, or a foreign nation, except where Federal law expressly provides for the application of such laws, is hereby deleted.

(B) Any language requiring dispute resolution in a specific forum or venue that is different from that prescribed by applicable Federal law is hereby deleted.

(C) Any language prescribing a different time period for bringing an action than that prescribed by applicable Federal law in relation to a dispute is hereby deleted.

(iv) *Continued performance*. If the supplier or licensor believes the ordering activity to be in breach of the agreement, it shall pursue its rights under the Contract Disputes Act or other applicable Federal statute while continuing performance as set forth in subparagraph (d) (Disputes).

(v) *Arbitration; equitable or injunctive relief*. In the event of a claim or dispute arising under or relating to this agreement, (A) binding arbitration shall not be used unless specifically authorized by agency guidance, and (B) equitable or injunctive relief, including the award of attorney fees, costs or interest, may be awarded against the U.S. Government only when explicitly provided by statute (*e.g.*, Prompt Payment Act or Equal Access to Justice Act).

(vi) Additional terms.

(A) This commercial supplier agreement may unilaterally incorporate additional terms by reference. Terms may be included by reference using electronic means (e.g., via web links, click and accept, etc). Such terms shall be enforceable only to the extent that:

(1) When included by reference using electronic means, the terms are readily available at referenced locations; and

(2) Terms do not materially change government obligations; and

(3) Terms do not increase government prices; and

(4) Terms do not decrease overall level of service; and

(5) Terms do not limit any other Government rights addressed elsewhere in this contract.

(B) The order of precedence clause of this contract notwithstanding, any software license terms unilaterally revised subsequent to award that is inconsistent with any material term or provision of this contract is not enforceable against the government.

(vii) *No automatic renewals*. If any license or service tied to periodic payment is provided under this agreement (e.g., annual software maintenance or annual lease term), such license or service shall not renew automatically upon expiration of its current term without prior express Government approval.

(viii) *Indemnification*. Any clause of this agreement requiring the commercial supplier or licensor to defend or indemnify the end user is hereby amended to provide that the U.S. Department of Justice has the sole right to represent the United States in any such action, in accordance with 28 U.S.C. 516.

(ix) *Audits.* Any clause of this agreement permitting the commercial supplier or licensor to audit the end user's compliance with this agreement is hereby amended as follows: (A) Discrepancies found in an audit may result in a charge by the commercial supplier or licensor to the ordering activity. Any resulting invoice must comply with the proper invoicing requirements specified in the underlying Government contract or order. (B) This charge, if disputed by the ordering activity, will be resolved through the Disputes clause at 522.212-4(d); no payment obligation shall arise on the part of the ordering

activity until the conclusion of the dispute process. (C) Any audit requested by the contractor will be performed at the contractor's expense, without reimbursement by the Government.

(x) *Taxes or surcharges*. Any taxes or surcharges which the commercial supplier or licensor seeks to pass along to the Government as end user will be governed by the terms of the underlying Government contract or order and, in any event, must be submitted to the Contracting Officer for a determination of applicability prior to invoicing unless specifically agreed to otherwise in the Government contract.

(xi) *Non-assignment*. This agreement may not be assigned, nor may any rights or obligations thereunder be delegated, without the Government's prior approval, except as expressly permitted under subparagraph (b) of this clause at 552.212-4.

(xii) *Confidential information*. If this agreement includes a confidentiality clause, such clause is hereby amended to state that neither the agreement nor the Federal Supply Schedule price list (if applicable) shall be deemed "confidential information." Issues regarding release of "unit pricing" will be resolved consistent with the Freedom of Information Act. Notwithstanding anything in this agreement to the contrary, the Government may retain any confidential information as required by law, regulation or its internal document retention procedures for legal, regulatory or compliance purposes; provided, however, that all such retained confidential information will continue to be subject to the confidentiality obligations of this agreement.

(2) If any language, provision, or clause of this agreement conflicts or is inconsistent with the preceding paragraph (w)(1), the language, provisions, or clause of paragraph (w)(1) shall prevail to the extent of such inconsistency.

Note: Regulation   552.212-4
This GSAM 552.212-4 supersedes FAR clauses 52.212-4 at paragraph (s) due to CSA
Class Deviation changing the CSA Order of Precedence at 552.212-4(s).

552.212-70 PREPARATION OF OFFER (MULTIPLE AWARD SCHEDULE) (AUG 1997)

(a) Definitions. *Concession*, as used in this solicitation, means a benefit, enhancement or privilege (other than a discount), which either reduces the overall cost of a customer's acquisition or encourages a customer to consummate a purchase. Concessions include, but are not limited to freight allowance, extended warranty, extended price guarantees, free installation and bonus goods.

Discount, as used in this solicitation, means a reduction to catalog prices (published or unpublished). Discounts include, but are not limited to, rebates, quantity discounts, purchase option credits, and any other terms or conditions other than concessions) which reduce the amount of money a customer ultimately pays for goods or services ordered or received. Any net price lower than the list price is considered a "discount" by the percentage difference from the list price to the net price.

(b) For each Special Item Number (SIN) included in an offer, the Offeror shall provide the information outlined in paragraph (c). Offerors may provide a single response covering more than one SIN, if the information disclosed is the same for all products under each SIN. If discounts and concessions vary by model or product line, offerors shall ensure that information is clearly annotated as to item or items referenced.

(c) Provide information described below for each SIN:

(1) Two copies of the offeror's current published (dated or otherwise identified) commercial descriptive catalogs and/or price list(s) from which discounts are offered. If special catalogs or price lists are printed for the purpose of this offer, such descriptive catalogs or price lists shall include a statement indicating the special catalog or price list represent a verbatim extract from the Offeror's commercial catalog and/or price list and identify the descriptive catalog and/or price list from which the information has been extracted.

(2) Next to each offered item in the commercial catalog and/or price list, the Offeror shall write the special item number (SIN) under which the item is being offered. Unless a special catalog or price list is submitted, all other items shall be marked "excluded," lined out, and initialed by the offeror.

(3) The discount(s) offered under this solicitation. The description of discounts offered shall include all discounts, such as prompt payment discounts, quantity/dollar volume discounts (indicate whether models/products can be combined within the SIN or whether SINs can be combined to earn discounts), blanket purchase agreement discounts, or purchase option credits. If the terms of sale appearing in the commercial catalogs or price list on which an offer is based are in conflict with the terms of this solicitation, the latter shall govern.

(4) A description of concessions offered under this solicitation which are not granted to other customers. Such concessions may include, but are not limited to, an extended warranty, a return/exchange goods policy, or enhanced or additional services.

(5) If the Offeror is a dealer/reseller or the Offeror will use dealers to perform any aspect of contract awarded under this solicitation, describe the functions, if any, that the dealer/reseller will perform.

Note: Regulation   552.212-70
This clause DOES NOT apply to offerors electing to participate in the TDR Pilot.

552.212-71 CONTRACT TERMS AND CONDITIONS APPLICABLE TO GSA ACQUISITION OF COMMERCIAL ITEMS (JUN 2016)

(a) The Contractor agrees to comply with any clause that is incorporated herein by reference to implement agency policy applicable to acquisition of commercial items or components. The clause in effect based on the applicable regulation cited on the date the solicitation is issued applies unless otherwise stated herein. The clauses in paragraph (b) of this section are incorporated by reference:

[*The Contracting Officer should check the clauses that apply or delete the clauses that do not apply from the list. The Contracting Officer may add the date of the clause if desired for clarity.*]

(b) Clauses.

Yes 552.203-71 Restriction on Advertising

No 552.211-73 Marking

No 552.215-70 Examination of Records by GSA

Yes 552.215-71 Examination of Records by GSA (Multiple Award Schedule)

Yes 552.215-72 Price Adjustment —Failure to Provide Accurate Information

Yes 552.219-70 Allocation of Orders—Partially Set-Aside Items

Yes 552.228-70 Workers' Compensation Laws

Yes 552.229-70 Federal, State, and Local Taxes

Yes 552.232-8 Discounts for Prompt Payment

Yes 552.232-23 Assignment of Claims

Yes 552.232-71 Adjusting Payments

Yes 552.232-72 Final Payment

Yes 552.232-73 Availability of Funds

Yes 552.232-78 Payment Information

Yes 552.237-71 Qualifications of Employees

Yes 552.238-71 Submission and Distribution of Authorized FSS Schedule Price List

Yes 552.238-74 Industrial Funding Fee and Sales Reporting

Yes 552.238-75 Price Reductions

Yes 552.238-81 Modifications (Multiple Award Schedule)

Yes 552.242-70 Status Report of Orders and Shipments

Yes 552.246-73 Warranty—Multiple Award Schedule

No 552.246-76 Warranty of Pesticides

552.212-72 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS APPLICABLE TO GSA ACQUISITION OF COMMERCIAL ITEMS (JUN 2015)

The Contractor agrees to comply with any provision or clause that is incorporated herein by reference to implement provisions of law or Executive Orders applicable to acquisition of commercial items or components. The provision or clause in effect based on the applicable regulation cited on the date the solicitation is issued applies unless otherwise stated herein. The following provisions and clauses are incorporated by reference:

(a) Provisions.

_____ 552.223-72 Hazardous Material Information

(b) Clauses.

_____ 552.223-70 Hazardous Substances.

_____ 552.223-71 Nonconforming Hazardous Material.

_____ 552.223-73 Preservation, Packaging, Packing, Marking and Labeling of Hazardous Materials (HAZMAT) for Shipments.

_____ 552.238-70 Identification of Electronic Office Equipment Providing Accessibility for the Handicapped.

_____ 552.238-72 Identification of Products That Have Environmental Attributes.

552.215-71 EXAMINATION OF RECORDS BY GSA (MULTIPLE AWARD SCHEDULE) (JUL 2003)

The Contractor agrees that the Administrator of General Services or any duly authorized representative shall have access to and the right to examine any books, documents, papers and records of the Contractor involving transactions related to this contract for overbillings, billing errors, compliance with the Price Reduction clause and compliance with the Industrial Funding Fee and Sales Reporting clause of this contract. This authority shall expire 3 years after final payment. The basic contract and each option shall be treated as separate contracts for purposes of applying this clause.

552.215-72 PRICE ADJUSTMENT—FAILURE TO PROVIDE ACCURATE INFORMATION (AUG 1997)

(a) The Government, at its election, may reduce the price of this contract or contract modification if the Contracting Officer determines after award of this contract or contract modification that the price negotiated was increased by a significant amount because the Contractor failed to:

(1) provide information required by this solicitation/contract or otherwise requested by the Government; or

(2) submit information that was current, accurate, and complete; or

(3) disclose changes in the Contractor's commercial pricelist(s), discounts or discounting policies which occurred after the original submission and prior to the completion of negotiations.

(b) The Government will consider information submitted to be current, accurate and complete if the data is current, accurate and complete as of 14 calendar days prior to the date it is submitted.

(c) If any reduction in the contract price under this clause reduces the price for items for which payment was made prior to the date of the modification reflecting the price reduction, the Contractor shall be liable to and shall pay the United States—

(1) The amount of the overpayment; and

(2) Simple interest on the amount of such overpayment to be computed from the date(s) of overpayment to the Contractor to the date the Government is repaid by the Contractor at the applicable underpayment rate effective each quarter prescribed by the Secretary of Treasury under 26 U.S.C. 6621(a)(2).

(d) Failure to agree on the amount of the decrease shall be resolved as a dispute.

(e) In addition to the remedy in paragraph (a) of this clause, the Government may terminate this contract for default. The rights and remedies of the Government specified herein are not exclusive, and are in addition to any other rights and remedies provided by law or under this contract.

Note: Regulation 552.215-72
This clause DOES NOT apply to offerors electing to participate in the TDR Pilot.

552.215-73 NOTICE (JUL 2016)

(a) The information collection requirements contained in this solicitation/contract are either required by regulation or approved by the Office of Management and Budget pursuant to the Paperwork Reduction Act and assigned OMB Control No. 3090-0163.

(b) GSA's hours of operation are 8:00 a.m. to 4:30 p.m. Requests for pre-award debriefings postmarked or otherwise submitted after 4:30 p.m. will be considered submitted the following business day. Requests for post-award debriefings delivered after 4:30 p.m. will be considered received and filed the following business day.

552.216-70 ECONOMIC PRICE ADJUSTMENT–FSS MULTIPLEAWARD SCHEDULE CONTRACTS (SEP 1999) (ALTERNATE I - SEP 1999) (DEVIATION - APR 2007)

Price adjustments include price increases and price decreases. Adjustments will be considered as follows:

(a) Contractors shall submit price decreases anytime during the contract period in which they occur. Price decreases will be handled in accordance with the provisions of the Price Reduction Clause.

(b) Contractors may request price increases providing all of the following conditions are met:

(1) Increases resulting from a reissue or other modification of the Contractor's commercial catalog/pricelist that was used as the basis for the contract award.

(2) Increases are requested before the last 60 days of the contract period.

(3) At least 30 days elapse between requested increases.

(c) The following material shall be submitted with the request for a price increase:

(1) A copy of the commercial catalog/pricelist showing the price increase and the effective date for commercial customers.

(2) Commercial Sales Practice format regarding the Contractor's commercial pricing practice relating to the reissued or modified catalog/pricelist, or a certification that no change has occurred in the data since completion of the initial negotiation or a subsequent submission.

(3) Documentation supporting the reasonableness of the price increase.

(d) The Government reserves the right to exercise one of the following options:

(1) Accept the Contractor's price increases as requested when all conditions of (b), (c), and (d) of this clause are satisfied;

(2) Negotiate more favorable discounts from the new commercial prices when the total increase requested is not supported; or,

(3) Remove the product(s) from contract involved pursuant to the Cancellation Clause of this contract, when the increase requested is not supported.

(e) The contract modification reflecting the price adjustment shall be made effective upon signature of the Contracting Officer, provided that in no event shall such price adjustment be effective prior to the effective date of the commercial price increases. The increased contract prices shall apply to delivery orders issued to the Contractor on or after the effective date of the contract modification.

Note: Regulation   552.216-70
This clause DOES NOT apply to offerors participating in the TDR Pilot.

If choose to participate in the TDR pilot, then clause 552.216-70 ECONOMIC PRICE
ADJUSTMENT - FSS MULTIPLE AWARD SCHEDULE CONTRACTS (DEVIATION
IV - JUL 2016) applies.

552.216-70 ECONOMIC PRICE ADJUSTMENT–FSS MULTIPLE AWARD SCHEDULE CONTRACTS (DEVIATION IV – JUL 2016)

Price adjustments include price increases and price decreases. Adjustments will be considered as
follows:

(a) Contractors may submit price decreases anytime during the contract period in which they occur.
Price decreases will be handled in accordance with the provisions of the Price Reduction Clause.

(b) Contractors may request price increases providing all of the following conditions are met:

(1) Increases are requested before the last 60 days of the contract period.

(2) At least 30 days elapse between requested increases.

(c) Documentation supporting the reasonableness of the price increase shall be submitted with the
request for a price increase.

(d) The Government reserves the right to exercise one of the following options:

(1) Accept the Contractor's price increases as requested when all conditions of paragraphs (b) and
(c} of this clause are satisfied;

(2) Negotiate smaller increases when the total increase requested is not supported; or,

(3) Remove the product(s) from contract involved pursuant to the Cancellation Clause of this
contract, when the increase requested is not supported.

(e) The increased contract prices shall apply to delivery orders issued to the Contractor on or after the
effective date of the contract modification

Note: Regulation   552.216-70
This clause APPLIES to offerors that choose to participate in the TDR pilot.

If choose to NOT participate in the TDR pilot, then clause ECONOMIC PRICE
ADJUSTMENT - FSS MULTIPLE AWARD SCHEDULE CONTRACTS (SEP 1999)
(ALTERNATE I - SEP 1999) (DEVIATION - APR 2007) applies.

552.223-73 PRESERVATION, PACKAGING, PACKING, MARKING AND LABELING OF HAZARDOUS MATERIALS (HAZMAT) FOR SHIPMENTS (JUN 2015)

(a) *Definition*. *United States*, as used in this clause, means the 48 adjoining U.S. States, Alaska, Hawaii,

and U.S. territories and possessions, such as Puerto Rico.

(b) Preservation, packaging, packing, marking and labeling of hazardous materials for export shipment outside the United States in all transport modes shall comply with the following, as applicable:

  (1) International Maritime Dangerous Goods (IMDG) Code as established by the International Maritime Organization (IMO).

  (2) U.S. Department of Transportation (DOT) Hazardous Material Regulation (HMR) 49 CFR parts 171 through 180. (Note: Classifications permitted by the HMR, but not permitted by the IMDG code, such as Consumer Commodities classed as ORM–D, shall be packaged in accordance with the IMDG Code and dual-marked with both Consumer Commodity and IMDG marking and labeling.)

  (3) Occupational Safety and Health Administration (OSHA) Regulation 29 CFR part 1910.1200.

  (4) International Air Transport Association (IATA), Dangerous Goods Regulation and/or International Civil Aviation Organization (ICAO), Technical Instructions.

  (5) AFMAN 24–204, Air Force Inter- Service Manual, Preparing Hazardous Materials For Military Air Shipments.

  (6) Any preservation, packaging, packing, marking and labeling requirements contained elsewhere in this solicitation and contract.

(c) Preservation, packaging, packing, marking and labeling of hazardous materials for domestic shipments within the United States in all transport modes shall comply with the following; as applicable:

  (1) U.S. Department of Transportation (DOT) Hazardous Material Regulation (HMR) 49 CFR parts 171 through 180.

  (2) Occupational Safety and Health Administration (OSHA) Regulation 29 CFR part 1910.1200.

  (3) Any preservation, packaging, packing, marking and labeling requirements contained elsewhere in this solicitation and contract.

(d) Hazardous Material Packages designated for outside the United States destinations through Forwarding Points, Distribution Centers, or Container Consolidation Points (CCPs) shall comply with the IMDG, IATA, ICAO or AFMAN 24–204 codes, as applicable.

(e) The test certification data showing compliance with performance-oriented packaging or UN-approved packaging requirements shall be made available to GSA contract administration/management representatives or regulatory inspectors upon request.

552.229-70 FEDERAL, STATE, AND LOCAL TAXES (APR 1984)

The contract price includes all applicable Federal, State, and local taxes. No adjustment will be made to cover taxes which may subsequently be imposed on this transaction or changes in the rates of currently applicable taxes. However, the Government will, upon the request of the Contractor, furnish evidence appropriate to establish exemption from any tax from which the Government is exempt and which was not included in the contract price.

552.229-71 FEDERAL EXCISE TAX—DC GOVERNMENT
(SEP 1999)

If the District of Columbia cites an Internal Revenue Tax Exempt Certificate Number on orders placed under this contract, the Contractor shall bill shipments to the District of Columbia at prices exclusive of Federal excise tax and show the amount of such tax on the invoice.

552.232-23 ASSIGNMENT OF CLAIMS (SEP 1999)

Because this is a requirements or indefinite quantity contract under which more than one agency may place orders, paragraph (a) of the Assignment of Claims clause (FAR 52.232-23) is inapplicable and the following is substituted therefor:

In order to prevent confusion and delay in making payment, the Contractor shall not assign any claim(s) for amounts due or to become due under this contract. However, the Contractor is permitted to assign separately to a bank, trust company, or other financial institution, including any Federal lending agency, under the provisions of the Assignment of Claims Act, as amended, 31 U.S.C. 3727, 41 U.S.C. 15 (hereinafter referred to as "the Act"), all amounts due or to become due under any order amounting to $1,000 or more issued by any Government agency under this contract. Any such assignment takes effect only if and when the assignee files written notice of the assignment together with a true copy of the instrument of assignment with the contracting officer issuing the order and the finance office designated in the order to make payment. Unless otherwise stated in the order, payments to an assignee of any amounts due or to become due under any order assigned may, to the extent specified in the Act, be subject to reduction or set-off.

552.232-39 UNENFORCEABILITY OF UNAUTHORIZED OBLIGATIONS (JUN 2013) (FAR DEVIATION - JUL 2015)

(a) Except as stated in paragraph (b) of this clause, when any supply or service acquired under this contract is subject to any commercial supplier agreement (as defined in 502.101) that includes any language, provision, or clause requiring the Government to indemnify the Contractor or any person or entity for damages, costs, fees, or any other loss or liability that would create an Anti-Deficiency Act violation (31 U.S.C. 1341), the following shall govern:

(1) Any such language, provision, or clause is unenforceable against the Government.

(2) Neither the Government nor any Government authorized end user shall be deemed to have agreed to such clause by virtue of it appearing in the commercial supplier agreement. If the commercial supplier agreement is invoked through an "I agree" click box or other comparable mechanism (*e.g*., "click-wrap" or "browse-wrap" agreements), execution does not bind the Government or any Government authorized end user to such clause.

(3) Any such language, provision, or clause is deemed to be stricken from the commercial supplier agreement.

(b) Paragraph (a) of this clause does not apply to indemnification by the Government that is expressly authorized by statute and specifically authorized under applicable agency regulations and procedures.

552.232-74 INVOICE PAYMENTS (SEP 1999)

(a) The due date for making invoice payments by the designated payment office is:

(1) For orders placed electronically by the General Services Administration (GSA) Federal Supply Service (FSS), and to be paid by GSA through electronic funds transfer (EFT), the later of the following two events:

(i) The 10th day after the designated billing office receives a proper invoice from the Contractor. If the designated billing office fails to annotate the invoice with the date of receipt at the time of receipt, the invoice payment due date shall be the 10th day after the

date of the Contractor's invoice; provided the Contractor submitted a proper invoice and no disagreement exists over quantity, quality, or Contractor compliance with contract requirements.

(ii) The 10th day after Government acceptance of supplies delivered or services performed by the Contractor.

(2) For all other orders, the later of the following two events:

(i) The 30th day after the designated billing office receives a proper invoice from the Contractor. If the designated billing office fails to annotate the invoice with the date of receipt at the time of receipt, the invoice payment due date shall be the 30th day after the date of the Contractor's invoice; provided the Contractor submitted a proper invoice and no disagreement exists over quantity, quality, or Contractor compliance with contract requirements.

(ii) The 30th day after Government acceptance of supplies delivered or services performed by the Contractor.

(3) On a final invoice, if the payment amount is subject to contract settlement actions, acceptance occurs on the effective date of the contract settlement.

(b) The General Services Administration will issue payment on the due date in (a)(1) above if the Contractor complies with full cycle electronic commerce. Full cycle electronic commerce includes all the following elements:

(1) The Contractor must receive and fulfill electronic data interchange (EDI) purchase orders (transaction set 850).

(2) The Contractor must generate and submit to the Government valid EDI invoices (transaction set 810) or submit invoices through the GSA Finance Center Internet-based invoice process. Internet-based invoices must be submitted using procedures provided by GSA.

(3) The Contractor's financial institution must receive and process, on behalf of the Contractor, EFT payments through the Automated Clearing House (ACH) system.

(4) The EDI transaction sets in (b)(1) through (b)(3) above must adhere to implementation conventions provided by GSA.

(c) If any of the conditions in (b) above do not occur, the 10 day payment due dates in (a)(1) become 30 day payment due dates.

(d) Notwithstanding paragraph (g) of the clause at FAR 52.212-4, Contract Terms and Conditions--Commercial Items, if the Contractor submits hard-copy invoices, submit only an original invoice. No copies of the invoice are required.

(e) All other provisions of the Prompt Payment Act (31 U.S.C. 3901 et seq.) and Office of Management and Budget (OMB) Circular A-125, Prompt Payment, apply.

552.232-78 COMMERCIAL SUPPLIER AGREEMENTS – UNENFORCEABLE CLAUSES (JUL 2015)

(a) When any supply or service acquired under this contract is subject to a commercial supplier agreement, the following language shall be deemed incorporated into the commercial supplier agreement. As used herein, "this agreement" means the commercial supplier agreement:

(1) Notwithstanding any other provision of this agreement, when the end user is an agency or

instrumentality of the U.S. Government, the following shall apply:

(i) *Applicability*. This agreement is part of a contract between the commercial supplier and the U.S. Government for the acquisition of the supply or service that necessitates a license (including all contracts, task orders, and delivery orders not using FAR Part 12).

(ii) *End user*. This agreement shall bind the ordering activity as end user but shall not operate to bind a Government employee or person acting on behalf of the Government in his or her personal capacity.

(iii) *Law and disputes*. This agreement is governed by Federal law. (A) Any language purporting to subject the U.S. Government to the laws of a U.S. state, U.S. territory, district, or municipality, or foreign nation, except where Federal law expressly provides for the application of such laws, is hereby deleted. (B) Any language requiring dispute resolution in a specific forum or venue that is different from that prescribed by applicable Federal law is hereby deleted. (C) Any language prescribing a different time period for bringing an action than that prescribed by applicable Federal law in relation to a dispute is hereby deleted.

(iv) *Continued performance*. If the supplier or licensor believes the ordering activity to be in breach of the agreement, it shall pursue its rights under the Contract Disputes Act or other applicable Federal statute while continuing performance as set forth in 52.233-1 Disputes.

(v) *Arbitration; equitable or injunctive relief*. In the event of a claim or dispute arising under or relating to this agreement, (A) binding arbitration shall not be used unless specifically authorized by agency guidance, and (B) equitable or injunctive relief, including the award of attorney fees, costs or interest, may be awarded against the U.S. Government only when explicitly provided by statute (e.g., Prompt Payment Act or Equal Access to Justice Act).

(vi) Additional terms.

(A) This commercial supplier agreement may unilaterally incorporate additional terms by reference. Terms may be included by reference using electronic means (e.g., via web links, click and accept, etc). Such terms shall be enforceable only to the extent that:

(1) When included by reference using electronic means, the terms are readily available at referenced locations; and

(2) Terms do not materially change government obligations; and

(3) Terms do not increase government prices; and

(4) Terms do not decrease overall level of service; and

(5) Terms do not limit any other Government right addressed elsewhere in this contract.

(B) The order of precedence clause of this contract notwithstanding, any software license terms unilaterally revised subsequent to award that is inconsistent with any material term or provision of this contract is not enforceable against the government.

(vii) *No automatic renewals*. If any license or service tied to periodic payment is provided under this agreement (e.g., annual software maintenance or annual lease term), such license or service shall not renew automatically upon expiration of its current term without prior express Government approval.

(viii) *Indemnification*. Any clause of this agreement requiring the commercial supplier or licensor to defend or indemnify the end user is hereby amended to provide that the U.S. Department of Justice has the sole right to represent the United States in any such action, in accordance with 28 U.S.C. 516.

(ix) *Audits*. Any clause of this agreement permitting the commercial supplier or licensor to audit the end user's compliance with this agreement is hereby amended as follows: (A) Discrepancies found in an audit may result in a charge by the commercial supplier or licensor to the ordering activity. Any resulting invoice must comply with the proper invoicing requirements specified in the underlying Government contract or order. (B) This charge, if disputed by the ordering activity, will be resolved through the Disputes clause at 52.233-1; no payment obligation shall arise on the part of the ordering activity until the conclusion of the dispute process. (C) Any audit requested by the contractor will be performed at the contractor's expense, without reimbursement by the Government.

(x) *Taxes or surcharges*. Any taxes or surcharges which the commercial supplier or licensor seeks to pass along to the Government as end user will be governed by the terms of the underlying Government contract or order and, in any event, must be submitted to the Contracting Officer for a determination of applicability prior to invoicing unless specifically agreed to otherwise in the Government contract.

(xi) *Non-assignment*. This agreement may not be assigned, nor may any rights or obligations thereunder be delegated, without the Government's prior approval, except as expressly permitted under the clause at 52.232-23, Assignment of Claims.

(xii) *Confidential information*. If this agreement includes a confidentiality clause, such clause is hereby amended to state that neither the agreement nor the Federal Supply Schedule price list shall be deemed "confidential information." Issues regarding release of "unit pricing" will be resolved consistent with the Freedom of Information Act. Notwithstanding anything in this agreement to the contrary, the Government may retain any confidential information as required by law, regulation or its internal document retention procedures for legal, regulatory or compliance purposes; provided, however, that all such retained confidential information will continue to be subject to the confidentiality obligations of this agreement.

(2) If any provision of this agreement conflicts or is inconsistent with the preceding subparagraph (a)(1), the provisions of subparagraph (a)(1) shall prevail to the extent of such inconsistency.

552.232-79 PAYMENT BY CREDIT CARD (MAY 2003)

(a) Definitions.

"Credit card" means any credit card used to pay for purchases, including the Governmentwide Commercial Purchase Card.

"Governmentwide commercial purchase card" means a uniquely numbered credit card issued by a contractor under GSA's Governmentwide Contract for Fleet, Travel, and Purchase Card Services to named individual Government employees or entities to pay for official Government purchases.

"Oral order" means an order placed orally either in person or by telephone.

(b) The Contractor must accept the credit card for payments equal to or less than the micro-purchase threshold (see Federal Acquisition Regulation 2.101) for oral or written orders under this contract.

(c) The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold, and the Government encourages the Contractor to accept payment by the purchase card. The dollar value of a purchase card action must not exceed the ordering agency's

established limit. If the Contractor will not accept payment by the purchase card for an order exceeding the micro-purchase threshold, the Contractor must so advise the ordering agency within 24 hours of receipt of the order.

(d) The Contractor shall not process a transaction for payment through the credit card clearinghouse until the purchased supplies have been shipped or services performed.

Unless the cardholder requests correction or replacement of a defective or faulty item under other contract requirements, the Contractor must immediately credit a cardholder's account for items returned as defective or faulty.

(e) Payments made using the Governmentwide commercial purchase card are not eligible for any negotiated prompt payment discount. Payment made using an ordering activity debit card will receive the applicable prompt payment discount.

552.232-8 DISCOUNTS FOR PROMPT PAYMENT (APR 1989) (DEVIATION FAR 52.232-8) (ALTERNATE I — MAY 2003)

(a) Discounts for early payment (hereinafter referred to as "discounts" or "the discount") will be considered in evaluating the relationship of the offeror's concessions to the Government vis-a-vis the offeror's concessions to its commercial customers, but only to the extent indicated in this clause.

(b) Discounts will not be considered to determine the low offeror in the situation described in the "Offers on Identical Products" provision of this solicitation.

(c) Uneconomical discounts will not be considered as meeting the criteria for award established by the Government. In this connection, a discount will be considered uneconomical if the annualized rate of return for earning the discount is lower than the "value of funds" rate established by the Department of the Treasury and published quarterly in the Federal Register. The "value of funds" rate applied will be the rate in effect on the date specified for the receipt of offers.

(d) Discounts for early payment may be offered either in the original offer or on individual invoices submitted under the resulting contract. Discounts offered will be taken by the Government if payment is made within the discount period specified.

(e) Discounts that are included in offers become a part of the resulting contracts and are binding on the Contractor for all orders placed under the contract. Discounts offered only on individual invoices will be binding on the Contractor only for the particular invoice on which the discount is offered.

(f) In connection with any discount offered for prompt payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the date on which an electronic funds transfer was made.

552.232-81 PAYMENTS BY NON-FEDERAL ORDERING ACTIVITIES (MAY 2003)

If eligible non-federal ordering activities are subject to a State prompt payment law, the terms and conditions of the applicable State law apply to the orders placed under this contract by such activities. If eligible non-federal ordering activities are not subject to a State prompt payment law, the terms and conditions of the Federal Prompt Payment Act as reflected in Federal Acquisition Regulation clause 52.232-25, Prompt Payment, or 52.212-4, Contract Terms and Conditions—Commercial Items, apply to such activities in the same manner as to Federal ordering activities.

552.232-83 CONTRACTOR'S BILLING RESPONSIBILITIES (MAY 2003)

The Contractor is required to perform all billings made pursuant to this contract. However, if the Contractor has dealers that participate on the contract and the billing/payment process by the Contractor for sales made by the dealer is a significant administrative burden, the following alternative procedures may be used. Where dealers are allowed by the Contractor to bill ordering activities and accept payment in the Contractor's name, the Contractor agrees to obtain from all dealers participating in the performance of the contract a written agreement, which will require dealers to—

   (1) Comply with the same terms and conditions regarding prices as the Contractor for sales made under the contract;

   (2) Maintain a system of reporting sales under the contract to the manufacturer, which includes—

        (i) The date of sale;

        (ii) The ordering activity to which the sale was made;

        (iii) The service or product/model sold;

        (iv) The quantity of each service or product/model sold;

        (v) The price at which it was sold, including discounts; and

        (vi) All other significant sales data.

   (3) Be subject to audit by the Government, with respect to sales made under the contract; and

   (4) Place orders and accept payments in the name of the Contractor in care of the dealer.

An agreement between a Contractor and its dealers pursuant to this procedure will not establish privity of contract between dealers and the Government.

552.238-70 IDENTIFICATION OF ELECTRONIC OFFICE EQUIPMENT PROVIDING ACCESSIBILITY FOR THE HANDICAPPED (SEP 1991)

(a) Definitions. "Electronic office equipment accessibility" means the application/configuration of electronic office equipment (includes hardware, software, and firmware) in a manner that accommodates the functional limitations of individuals with disabilities (i.e., handicapped individuals) so as to promote productivity and provide access to work related and/or public information resources.

"Handicapped individuals" mean qualified individuals with impairments as cited in 29 CFR 1613.702(f) who can benefit from electronic office equipment accessibility.

"Special peripheral" means a special needs aid that provides access to electronic equipment that is otherwise inaccessible to a handicapped individual.

(b) The offeror is encouraged to identify in its offer, and include in any commercial catalogs and pricelists accepted by the Contracting Officer, office equipment, including any special peripheral, that will facilitate electronic office equipment accessibility for handicapped individuals. Identification should include the type of disability accommodated and how the users with that disability would be helped.

552.238-72 IDENTIFICATION OF PRODUCTS THAT HAVE ENVIRONMENTAL ATTRIBUTES (SEP 2003)

(a) Several laws, Executive orders and Agency directives require Federal buyers to purchase products that are less harmful to the environment, when they are life cycle cost-effective (see FAR Subpart 23.7).

The U.S. General Services Administration (GSA) requires contractors to highlight environmental products under Federal Supply Service schedule contracts in various communications media (e.g., publications and electronic formats).

(b) Definitions. As used in this clause —

Energy-efficient product means a product that—

> (1) Meets Department of Energy and Environmental Protection Agency criteria for use of the ENERGY STAR [reg] trademark label; or

> (2) Is in the upper 25 percent of efficiency for all similar products as designated by the Department of Energy's Federal Energy Management Program.

GSA Advantage!® is an on-line shopping mall and ordering system that provides customers with access to products and services under GSA contracts.

Other environmental attributes refers to product characteristics that provide environmental benefits, excluding recovered materials and energy and water efficiency. Several examples of these characteristics are biodegradable, recyclable, reduced pollutants, ozone safe, and low volatile organic compounds (VOCs).

Post-consumer material means a material or finished product that has served its intended use and has been discarded for disposal or recovery, having completed its life as a consumer item. Post-consumer material is part of the broader category of "recovered material." The Environmental Protection Agency (EPA) has developed a list of EPA-designated products in their Comprehensive Procurement Guidelines (CPGs) to provide Federal agencies with purchasing recommendations on specific products in a Recovered Materials Advisory Notice (RMAN). The RMAN contains recommended recovered and post-consumer material content levels for the specific products designated by EPA (40 CFR part 247 and http://www.epa.gov/cpg/).

Recovered materials means waste materials and by-products recovered or diverted from solid waste, but the term does not include those materials and by-products generated from, and commonly reused within, an original manufacturing process (Executive Order 13101 and 42 U.S.C. 6903 (19) and http://www.epa.gov/cpg/). For paper and paper products, see the definition at FAR 11.301 (42 U.S.C. 6962 (h)).

Remanufactured means factory rebuilt to original specifications.

Renewable energy means energy produced by solar, wind, geothermal, and biomass power.

Renewable energy technology means—

> (1) Technologies that use renewable energy to provide light, heat, cooling, or mechanical or electrical energy for use in facilities or other activities; or

> (2) The use of integrated whole-building designs that rely upon renewable energy resources, including passive solar design.

(c) (1) The offeror must identify products that—

> (i) Are compliant with the recovered and post-consumer material content levels recommended in the Recovered Materials Advisory Notices (RMANs) for EPA-designated products in the CPG program (http://www.epa.gov/cpg/);

> (ii) Contain recovered materials that either do not meet the recommended levels in the RMANs or are not EPA-designated products in the CPG program (see FAR 23.401 and

http://www.epa.gov/cpg/);

(iii) Are energy-efficient, as defined by either ENERGY STAR [reg] and/or FEMP's designated top 25th percentile levels (see ENERGY STAR [reg] at http://www.energystar.gov/ and FEMP at http://www.eere.energy.gov/);

(iv) Are water-efficient;

(v) Use renewable energy technology;

(vi) Are remanufactured; and

(vii) Have other environmental attributes.

(2) These identifications must be made in each of the offeror's following mediums:

(i) The offer itself.

(ii) Printed commercial catalogs, brochures, and pricelists.

(iii) Online product website.

(iv) Electronic data submission for GSA *Advantage!* [reg] submitted via GSA's Schedules Input Program (SIP) software or the Electronic Data Inter-change (EDI). Offerors can use the SIP or EDI methods to indicate environmental and other attributes for each product that is translated into respective icons in GSA *Advantage!* [reg] .

(d) An offeror, in identifying an item with an environmental attribute, must possess evidence or rely on a reasonable basis to substantiate the claim (see 16 CFR part 260, Guides for the Use of Environmental Marketing Claims). The Government will accept an offeror's claim of an item's environmental attribute on the basis of—

(1) Participation in a Federal agency-sponsored program (e.g., the EPA and DOE ENERGY STAR [reg] product labeling program);

(2) Verification by an independent organization that specializes in certifying such claims; or

(3) Possession of competent and reliable evidence. For any test, analysis, research, study, or other evidence to be "competent and reliable," it must have been conducted and evaluated in an objective manner by persons qualified to do so, using procedures generally accepted in the profession to yield accurate and reliable results.

552.238-73 CANCELLATION (SEP 1999)

Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 calendar days after the other party receives the notice of cancellation. If the Contractor elects to cancel this contract, the Government will not reimburse the minimum guarantee.

552.238-74 INDUSTRIAL FUNDING FEE AND SALES REPORTING (MAY 2014)

(a) *Reporting of Federal Supply Schedule Sales*. The Contractor shall report all contract sales under this contract as follows:

(1) The Contractor shall accurately report the dollar value, in U.S. dollars and rounded to the nearest whole dollar, of all sales under this contract by calendar quarter (January 1-March 31,

April 1-June 30, July 1-September 30, and October 1-December 31). The dollar value of a sale is the price paid by the Schedule user for products and services on a Schedule task or delivery order. The reported contract sales value shall include the Industrial Funding Fee (IFF). The Contractor shall maintain a consistent accounting method of sales reporting, based on the Contractor's established commercial accounting practice. The acceptable points at which sales may be reported include —

(i) Receipt of order;

(ii) Shipment or delivery, as applicable;

(iii) Issuance of an invoice; or

(iv) Payment.

(2) Contract sales shall be reported to Federal Acquisition Services (FAS) within 30 calendar days following the completion of each reporting quarter. The Contractor shall continue to furnish quarterly reports, including "zero" sales, through physical completion of the last outstanding task order or delivery order of the contract.

(3) Reportable sales under the contract are those resulting from sales of contract items to authorized users unless the purchase was conducted pursuant to a separate contracting authority such as a Governmentwide Acquisition Contract (GWAC); a separately awarded FAR Part 12, FAR Part 13, FAR Part 14, or FAR Part 15 procurement; or a non-FAR contract. Sales made to state and local governments under Cooperative Purchasing authority shall be counted as reportable sales for IFF purposes.

(4) The Contractor shall electronically report the quarterly dollar value of sales, including "zero" sales, by utilizing the automated reporting system at an Internet website designated by the General Services Administration (GSA)'s Federal Acquisition Service (FAS). Prior to using this automated system, the Contractor shall complete contract registration with the FAS Vendor Support Center (VSC). The website address, as well as registration instructions and reporting procedures, will be provided at the time of award. The Contractor shall report sales separately for each National Stock Number (NSN), Special Item Number (SIN), or sub-item.

(5) The Contractor shall convert the total value of sales made in foreign currency to U.S. dollars using the "Treasury Reporting Rates of Exchange" issued by the U.S. Department of Treasury, Financial Management Service. The Contractor shall use the issue of the Treasury report in effect on the last day of the calendar quarter. The report is available from Financial Management Service, International Funds Branch, Telephone: (202) 874–7994, Internet: http://www.fiscal.treasury.gov/fsreports/rpt/treasRptRateExch/treasRptRateExch_home.htm

(b) The Contractor shall remit the IFF at the rate set by GSA's FAS.

(1) The Contractor shall remit the IFF to FAS in U.S. dollars within 30 calendar days after the end of the reporting quarter; final payment shall be remitted within 30 days after physical completion of the last outstanding task order or delivery order of the contract.

(2) The IFF represents a percentage of the total quarterly sales reported. This percentage is set at the discretion of GSA's FAS. GSA's FAS has the unilateral right to change the percentage at any time, but not more than once per year. FAS will provide reasonable notice prior to the effective date of the change. The IFF reimburses FAS for the costs of operating the Federal Supply Schedules Program. FAS recoups its operating costs from ordering activities as set forth in 40 U.S.C. 321: Acquisition Services Fund. Net operating revenues generated by the IFF are also applied to fund initiatives benefitting other authorized FAS programs, in accordance with 40 U.S.C. 321. Offerors must include the IFF in their prices. The fee is included in the award price(s) and reflected in the total amount charged to ordering activities. FAS will post notice of the current IFF at https://72a.gsa.gov/ or successor website as appropriate.

(c) Within 60 days of award, an FAS representative will provide the Contractor with specific written procedural instructions on remitting the IFF. FAS reserves the unilateral right to change such instructions from time to time, following notification to the Contractor.

(d) Failure to remit the full amount of the IFF within 30 calendar days after the end of the applicable reporting period constitutes a contract debt to the United States Government under the terms of FAR Subpart 32.6. The Government may exercise all rights under the Debt Collection Improvement Act of 1996, including withholding or setting off payments and interest on the debt (see FAR clause 52.232-17, Interest). Should the Contractor fail to submit the required sales reports, falsify them, or fail to timely pay the IFF, this is sufficient cause for the Government to terminate the contract for cause.

Note: Regulation 552.238-74

This clause DOES NOT apply to offerors participating in the TDR Pilot.

If choose to participate in the TDR pilot, then clause 552.238-74 INDUSTRIAL FUNDING FEE AND SALES REPORTING (MAY 2014) (ALTERNATE I - JUN 2016) applies.

(Note: This is an FSS reproduction using word processing software) **STANDARD FORM 1449** (10-95) **(BACK)**

552.238-74 INDUSTRIAL FUNDING FEE AND SALES REPORTING (MAY 2014) (ALTERNATE I – JUN 2016)

(a) Definition. *Transactional data* encompasses the historical details of the products or services delivered by the Contractor during the performance of task or delivery orders issued against this contract.

(b) Reporting of Transactional Data. The Contractor must report all transactional data under this contract as follows:

(1) The Contractor must electronically report transactional data by utilizing the automated reporting system at an Internet website designated by the General Services Administration (GSA) or by uploading the data according to GSA instructions. GSA will post registration instructions and reporting procedures on the Vendor Support Center website, https://vsc.gsa.gov. The reporting system website address, as well as registration instructions and reporting procedures, will be provided at the time of award or inclusion of this clause in the contract.

(2) The Contractor must provide, at no additional cost to the Government, the following transactional data elements, as applicable:

(i) Contract or Blanket Purchase Agreement (BPA) Number.

(ii) Delivery/Task Order Number/Procurement Instrument Identifier (PIID).

(iii) Non-Federal Entity.

(iv) Description of Deliverable.

(v) Manufacturer Name.

(vi) Manufacturer Part Number.

(vii) Unit Measure (each, hour, case, lot).

(viii) Quantity of Item Sold.

(ix) Universal Product Code.

(x) Price Paid per Unit.

(xi) Total Price.

Note to paragraph (b)(2): The Contracting Officer may add data elements to the standard elements listed in paragraph (b)(2) of this section with the approvals listed in GSAM 507.105(c)(3).

(3) The contractor must report transactional data within 30 calendar days from the last calendar day of the month. If there was no contract activity during the month, the Contractor must submit a confirmation of no reportable transactional data within 30 calendar days of the last calendar day of the month.

(4) The Contractor must report the price paid per unit, total price, or any other data elements with an associated monetary value listed in (b)(2) of this section, in U.S. dollars.

(5) The reported price paid per unit and total price must include the Industrial Funding Fee (IFF).

(6) The Contractor must maintain a consistent accounting method of transactional data reporting, based on the Contractor's established commercial accounting practice.

(7) <u>Reporting Points</u>.

(i) The acceptable points at which transactional data may be reported include —

(A) Issuance of an invoice; or

(B) Receipt of payment.

(ii) The Contractor must determine whether to report transactional data on the basis of invoices issued or payments received.

(8) The Contractor must continue to furnish reports, including confirmation of no transactional data, through physical completion of the last outstanding task or delivery order of the contract.

(9) Unless otherwise expressly stated by the ordering activity, orders that contain classified information or other or information that would compromise national security are exempt from this reporting requirement.

(10) This clause does not exempt the Contractor from fulfilling existing reporting requirements contained elsewhere in the contract.

(11) GSA reserves the unilateral right to change reporting instructions following 60 calendar days' advance notification to the Contractor.

(c) <u>Industrial Funding Fee (IFF)</u>.

(1) This contract includes an IFF charged on orders placed against this contract. The IFF is paid by the authorized ordering activity but remitted to GSA by the Contractor. The IFF reimburses GSA for the costs of operating the Federal Supply Schedule program, as set forth in 40 U.S.C. 321: Acquisition Services Fund. Net operating revenues generated by the IFF are also applied to fund initiatives benefitting other authorized GSA programs, in accordance with 40 U.S.C. 321.

(2) GSA has the unilateral right to change the fee amount at any time, but not more than once per year; GSA will provide reasonable notice prior to the effective date of any change. GSA will post notice of the current IFF on the Vendor Support Center website at https://vsc.gsa.gov.

(3) Offerors must include the IFF in their prices. The fee is included in the awarded price(s) and reflected in the total amount charged to ordering activities. The fee will not be included in the price of non-contract items purchased pursuant to a separate contracting authority, such as a

Governmentwide Acquisition Contract (GWAC); a separately awarded Federal Acquisition Regulation (FAR) Part 12, FAR Part 13, FAR Part 14, or FAR Part 15 procurement; or a non-FAR contract.

(4) The Contractor must remit the IFF to GSA in U.S. dollars within 30 calendar days after the last calendar day of the reporting quarter; final payment must be remitted within 30 calendar days after physical completion of the last outstanding task order or delivery order issued against the contract.

(5) GSA reserves the unilateral right to change remittance instructions following 60 calendar days' advance notification to the Contractor.

(d) The Contractor's failure to remit the full amount of the IFF within 30 calendar days after the end of the applicable reporting period constitutes a contract debt to the United States Government under the terms of FAR Subpart 32.6. The Government may exercise all rights under the Debt Collection Improvement Act of 1996, including withholding or offsetting payments and interest on the debt (see FAR clause 52.232-17, Interest). If the Contractor fails to submit the required transactional data reports, falsifies them, or fails to timely pay the IFF, these reasons constitute sufficient cause for the Government to terminate the contract for cause.

Note: Regulation   552.238-74

This clause APPLIES to offerors that choose to participate in the TDR pilot.

If choose to NOT participate in the TDR pilot, then clause 552.238-74 INDUSTRIAL FUNDING FEE AND SALES REPORTING (MAY 2014) applies.

552.238-75 PRICE REDUCTIONS (JUL 2016)

(a) Before award of a contract, the Contracting Officer and the Offeror will agree upon (1) the customer (or category of customers) which will be the basis of award, and (2) the Government's price or discount relationship to the identified customer (or category of customers). This relationship shall be maintained throughout the contract period. Any change in the Contractor's commercial pricing or discount arrangement applicable to the identified customer (or category of customers) which disturbs this relationship shall constitute a price reduction.

(b) During the contract period, the Contractor shall report to the Contracting Officer all price reductions to the customer (or category of customers) that was the basis of award. The Contractor's report shall include an explanation of the conditions under which the reductions were made.

(c)   (1) A price reduction shall apply to purchases under this contract if, after the date negotiations conclude, the Contractor —

> (i) Revises the commercial catalog, pricelist, schedule or other document upon which contract award was predicated to reduce prices;

> (ii) Grants more favorable discounts or terms and conditions than those contained in the commercial catalog, pricelist, schedule or other documents upon which contract award was predicated; or

> (iii) Grants special discounts to the customer (or category of customers) that formed the basis of award, and the change disturbs the price/discount relationship of the Government to the customer (or category of customers) that was the basis of award.

(2) The Contractor shall offer the price reduction to the Government with the same effective date,

and for the same time period, as extended to the commercial customer (or category of customers).

(d) There shall be no price reduction for sales —

(1) To commercial customers under firm, fixed-price definite quantity contracts with specified delivery in excess of the maximum order threshold specified in this contract;

(2) To Federal agencies;

(3) Made to Eligible Ordering Activities identified in GSAR Clause 552.238-78 when the order is placed under this contract (and the Eligible Ordering Activities identified in GSAR Clause 552.238-78 is the agreed upon customer or category of customer that is the basis of award); or

(4) Caused by an error in quotation or billing, provided adequate documentation is furnished by the Contractor to the Contracting Officer.

(e) The Contractor may offer the Contracting Officer a voluntary Governmentwide price reduction at any time during the contract period.

(f) The Contractor shall notify the Contracting Officer of any price reduction subject to this clause as soon as possible, but not later than 15 calendar days after its effective date.

(g) The contract will be modified to reflect any price reduction which becomes applicable in accordance with this clause.

Note: Regulation   552.238-75
This clause DOES NOT apply to offerors participating in the TDR Pilot.

If choose to participate in the TDR pilot, then clause 552.238-75 PRICE REDUCTIONS (JUL 2016) (ALTERNATE I - JUL 2016) applies.

Note: In accordance with GSAR clause 552.238-78 Scope of Contract (Eligible OrderingActivities)(Alternate I)(a)(2) and GSAR clause 552.238-75 Price Reductions(d)(2), there shall be no price reduction for sales made under the authority of the Federal Acquisition Regulation (FAR) Part 51 class deviation. With written authorization by a Federal Government contracting officer, a GSA contractor may place an order as an eligible ordering activity with a Schedule contractor. In this case, the Schedule contract sale shall not trigger a price reduction.

(Note: This is an FSS reproduction using word processing software) **STANDARD FORM 1449** (10-95) **(BACK)**

552.238-75 PRICE REDUCTIONS (JUL 2016) (ALTERNATE I – JUL 2016)

(a) The Government may request from the Contractor, and the Contractor may provide to the Government, a temporary or permanent price reduction at any time during the contract period.

(b) The Contractor may offer the Contracting Officer a voluntary price reduction at any time during the contract period.

Note: Regulation   552.238-75

> This clause APPLIES to offerors that choose to participate in the TDR pilot.
>
> If choose to NOT participate in the TDR pilot, then clause 552.238-75 PRICE REDUCTIONS (JUL 2016) applies.

552.238-77 DEFINITION (FEDERAL SUPPLY SCHEDULES) –NON-FEDERAL ENTITY (JUL 2016)

Ordering activity (also called "ordering agency" and "ordering office") means an eligible ordering activity (see 552.238-78), authorized to place orders under Federal Supply Schedule contracts.

552.238-78 SCOPE OF CONTRACT (ELIGIBLE ORDERING ACTIVITIES) (JUL 2016)

(a) This solicitation is issued to establish contracts which may be used on a nonmandatory basis by the agencies and activities named below, as a source of supply for the supplies or services described herein, for domestic and/or overseas delivery. For Special Item Number 132-53, Wireless Services ONLY, limited geographic coverage (consistent with the Offeror's commercial practice) may be proposed.

(1) Executive agencies (as defined in FAR Subpart 2.1) including nonappropriated fund activities as prescribed in 41 CFR 101-26.000);

(2) Government contractors authorized in writing by a Federal agency pursuant to FAR 51.1;

(3) Mixed ownership Government corporations (as defined in the Government Corporation Control Act);

(4) Federal Agencies, including establishments in the legislative or judicial branch of government (except the Senate, the House of Representatives and the Architect of the Capitol and any activities under the direction of the Architect of the Capitol);

(5) The Government of the District of Columbia;

(6) Tribal governments when authorized under 25 U.S.C. 450j(k);

(7) Tribes or tribally designated housing entities pursuant to 25 U.S.C. 4111(j);

(8) Qualified Nonprofit Agencies as authorized under 40 U.S.C. 502(b); and

(9) Organizations, other than those identified in paragraph (d) below, authorized by GSA pursuant to statute or regulation to use GSA as a source of supply.

(b) Definitions —

Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

Overseas delivery is delivery to points outside of the 48 contiguous states, Washington, DC, Alaska, Hawaii, Puerto Rico, and U.S. territories.

(c) Offerors are requested to check one of the following boxes:

_____ Contractor will provide domestic and overseas delivery.

_____ Contractor will provide overseas delivery only.

_____ Contractor will provide domestic delivery only.

(d) The following activities may place orders against Schedule contracts:

(1) State and local government may place orders against Schedule 70 contracts, and Consolidated Schedule contracts containing information technology Special Item Numbers, and Schedule 84 contracts, on an optional basis; PROVIDED, the Contractor accepts order(s) from such activities;

(2) The American National Red Cross may place orders against Federal Supply Schedules for products and services in furtherance of the purposes set forth in its Federal charter (36 U.S.C. § 300102); PROVIDED, the Contractor accepts order(s) from the American National Red Cross; and

(3) Other qualified organizations, as defined in section 309 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. § 5152), may place orders against Federal Supply Schedules for products and services determined to be appropriate to facilitate emergency preparedness and disaster relief and set forth in guidance by the Administrator of General Services, in consultation with the Administrator of the Federal Emergency Management Agency; PROVIDED, the Contractor accepts order(s) from such activities.

(4) State and local governments may place orders against Federal Supply Schedules for good or services determined by the Secretary of Homeland Security to facilitate recovery from a major disaster declared by the President under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5121, et seq.) to facilitate disaster preparedness or response, or to facilitate recovery from terrorism or nuclear, biological, chemical, or radiological attack; PROVIDED, the Contractor accepts order(s) from such activities.

(e) Articles or services may be ordered from time to time in such quantities as may be needed to fill any requirement, subject to the Order Limitations thresholds which will be specified in resultant contracts. Overseas activities may place orders directly with schedule contractors for delivery to CONUS port or consolidation point.

(f)   (1)   The Contractor is obligated to accept orders received from activities within the Executive Branch

of the Federal Government.

(2) The Contractor is not obligated to accept orders received from activities outside the Executive Branch; however, the Contractor is encouraged to accept such orders. If the Contractor elects to accept such orders, all provisions of the contract shall apply, including clause 552.232-79, Payments by Credit Card. If the Contractor is unwilling to accept such orders, and the proposed method of payment is not through the Credit Card, the Contractor shall return the order by mail or other means of delivery within 5 workdays from receipt. If the Contractor is unwilling to accept such orders, and the proposed method of payment is through the Credit Card, the Contractor must so advise the ordering activity within 24 hours of receipt of order. (Reference clause 552.232-79, Payment by Credit Card.) Failure to return an order or advise the ordering activity within the time frames of this paragraph shall constitute acceptance whereupon all provisions of the contract shall apply.

(g) The Government is obligated to purchase under each resultant contract a guaranteed minimum of $2,500 (two thousand, five hundred dollars) during the contract term.

(h) All users of GSA's Federal Supply Schedules, including non-Federal users, shall use the schedules in accordance with the ordering guidance provided by the Administrator of General Services. GSA encourages non-Federal users to follow the Schedule Ordering Procedures set forth in the Federal Acquisition Regulation (FAR) 8.4, but they may use different established competitive ordering

procedures if such procedures are needed to satisfy their state and local acquisition regulations and/or organizational policies.

552.238-79 USE OF FEDERAL SUPPLY SCHEDULE CONTRACTS BY NON-FEDERAL ENTITIES (JUL 2016)

(a) If an entity identified in paragraph (d) of the clause at 552.238-78, Scope of Contract (Eligible Ordering Activities), elects to place an order under this contract, the entity agrees that the order shall be subject to the following conditions:

(1) When the Contractor accepts an order from such an entity, a separate contract is formed which incorporates by reference all the terms and conditions of the Schedule contract except the Disputes clause, the patent indemnity clause, and the portion of the Commercial Item Contract Terms and Conditions that specifies "Compliance with laws unique to Government contracts" (which applies only to contracts with entities of the Executive branch of the U.S. Government). The parties to this new contract which incorporates the terms and conditions of the Schedule contract are the individual ordering activity and the Contractor. The U.S. Government shall not be liable for the performance or nonperformance of the new contract. Disputes which cannot be resolved by the parties to the new contract may be litigated in any State or Federal court with jurisdiction over the parties, applying Federal procurement law, including statutes, regulations and case law, and, if pertinent, the Uniform Commercial Code. To the extent authorized by law, parties to this new contract are encouraged to resolve disputes through Alternative Dispute Resolution. Likewise, a Blanket Purchase Agreement (BPA), although not a contract, is an agreement that may be entered into by the Contractor with such an entity and the Federal Government is not a party.

(2) Where contract clauses refer to action by a Contracting Officer or a Contracting Officer of GSA, that shall mean the individual responsible for placing the order for the ordering activity (e.g., FAR 52.212-4 at paragraph (f) and FSS clause I-FSS-249 B.)

(3) As a condition of using this contract, eligible ordering activities agree to abide by all terms and conditions of the Schedule contract, except for those deleted clauses or portions of clauses mentioned in paragraph (a)(1) of this clause. Ordering activities may include terms and conditions required by statute, ordinance, regulation, order, or as otherwise allowed by State and local government entities as a part of a statement of work (SOW) or statement of objective (SOO) to the extent that these terms and conditions do not conflict with the terms and conditions of the Schedule contract. The ordering activity and the Contractor expressly acknowledge that, in entering into an agreement for the ordering activity to purchase goods or services from the Contractor, neither the ordering activity nor the Contractor will look to, primarily or in any secondary capacity, or file any claim against the United States or any of its agencies with respect to any failure of performance by the other party.

(4) The ordering activity is responsible for all payments due the Contractor under the contract formed by acceptance of the ordering activity's order, without recourse to the agency of the U.S. Government, which awarded the Schedule contract.

(5) The Contractor is encouraged, but not obligated, to accept orders from such entities. The Contractor may, within 5 days of receipt of the order, decline to accept any order, for any reason. The Contractor shall fulfill orders placed by such entities, which are not declined within the 5-day period.

(6) The supplies or services purchased will be used for governmental purposes only and will not be resold for personal use. Disposal of property acquired will be in accordance with the established procedures of the ordering activity for the disposal of personal property.

(b) If the Schedule Contractor accepts an order from an entity identified in paragraph (d) of the clause at 552.238-78, Scope of Contract (Eligible Ordering Activities), the Contractor agrees to the following

conditions:

(1) The ordering activity is responsible for all payments due the Contractor for the contract formed by acceptance of the order, without recourse to the agency of the U.S. Government, which awarded the Schedule contract.

(2) The Contractor is encouraged, but not obligated, to accept orders from such entities. The Contractor may, within 5 days of receipt of the order, decline to accept any order, for any reason. The Contractor shall decline the order using the same means as those used to place the order. The Contractor shall fulfill orders placed by such entities, which are not declined within the 5-day period.

(c) In accordance with clause 552.238-74, Industrial Funding Fee and Sales Reporting, the Contractor must report the quarterly dollar value of all sales under this contract. When submitting sales reports, the Contractor must report two dollar values for each Special Item Number:

(1) The dollar value for sales to entities identified in paragraph (a) of the clause at 552.238-78, Scope of Contract (Eligible Ordering Activities), and

(2) The dollar value for sales to entities identified in paragraph (d) of clause 552.238-78.

(Note: This is an FSS reproduction using word processing software) **STANDARD FORM 1449** (10-95) **(BACK)**

552.238-81 MODIFICATION (FEDERAL SUPPLY SCHEDULE) (APR 2014) (ALTERNATE II – JUN 2016)

(a) *General*. The Contractor may request a contract modification by submitting a request to the Contracting Officer for approval, except as noted in paragraph (d) of this clause. At a minimum, every request shall describe the proposed change(s) and provide the rationale for the requested change(s).

(b) Types of Modifications.

(1) Additional items/additional SINs. When requesting additions, the Contractor must submit the following information:

(i) Information about the new item(s) or the item(s) under the new SIN(s) must be submitted in accordance with the instructions in the solicitation.

(ii) Delivery time(s) for the new item(s) or the item(s) under the new SIN(s) must be submitted in accordance with the request for proposal.

(iii) Production point(s) for the new item(s) or the item(s) under the new SIN(s) must be submitted if required by FAR 52.215-6, Place of Performance.

(iv) Hazardous Material information (if applicable) must be submitted as required by FAR 52.223-3 (Alternate I), Hazardous Material Identification and Material Safety Data.

(v) Any information requested by FAR 52.212-3(f), Offeror Representations and Certifications-Commercial Items, that may be necessary to assure compliance with FAR 52.225-1, Buy American Act-Balance of Payments Programs-Supplies.

(2) Deletions. The Contractor must provide an explanation for the deletion. The Government reserves the right to reject any subsequent offer of the same item or a substantially equal item at a higher price during the same contract period, if the Contracting Officer determines that the higher price is unreasonable compared to the price of the deleted item.

(c) Effective dates. The effective date of any modification is the date specified in the modification,

except as otherwise provided in the Price Reductions clause at 552.238-75.

(d) Electronic File Updates. The Contractor shall update electronic file submissions to reflect all modifications. For additional items or SINs, the Contractor shall obtain the Contracting Officer's approval before transmitting changes. Contract modifications will not be made effective until the Government receives the electronic file updates. The Contractor may transmit price reductions, item deletions, and corrections without prior approval. However, the Contractor shall notify the Contracting Officer as set forth in the Price Reductions clause at 552.238-75.

(e) Amendments to Paper Federal Supply Schedule Price Lists.

> (1) The Contractor must provide supplements to its paper price lists, reflecting the most current changes. The Contractor may either:

>> (i) Distribute a supplemental paper Federal Supply Schedule Price List within 15 workdays after the effective date of each modification.

>> (ii) Distribute quarterly cumulative supplements. The period covered by a cumulative supplement is at the discretion of the Contractor, but may not exceed three calendar months from the effective date of the earliest modification. For example, if the first modification occurs in February, the quarterly supplement must cover February-April, and every three month period after. The Contractor must distribute each quarterly cumulative supplement within 15 workdays from the last day of the calendar quarter.

> (2) At a minimum, the Contractor shall distribute each supplement to those ordering activities that previously received the basic document. In addition, the Contractor shall submit two copies of each supplement to the Contracting Officer and one copy to the FSS Schedule Information Center.

Note: Regulation   552.238-81

This clause APPLIES to offerors that choose to participate in the TDR pilot.

If choose to NOT participate in the TDR pilot, then clause 552.238-81 - MODIFICATION (FEDERAL SUPPLY SCHEDULE) (APR 2014) (ALTERNATE I - JUN 2016) applies.

552.238-81 MODIFICATIONS (FEDERAL SUPPLY SCHEDULE) (APR 2014) (ALTERNATE I – JUN 2016)

(a) *General*. The Contractor may request a contract modification by submitting a request to the Contracting Officer for approval, except as noted in paragraph (d) of this clause. At a minimum, every request shall describe the proposed change(s) and provide the rationale for the requested change(s).

(b) *Types of Modifications*.

> (1) Additional items/additional SINs. When requesting additions, the following information must be submitted:

>> (i) Information requested in paragraphs (1) and (2) of the Commercial Sales Practice Format to add SINs.

>> (ii) Discount information for the new items(s) or new SIN(s). Specifically, submit the information requested in paragraphs 3 through 5 of the Commercial Sales Practice Format. If this information is the same as the initial award, a statement to that effect may be submitted instead.

(iii) Information about the new item(s) or the item(s) under the new SIN(s) must be submitted in accordance with the request for proposal.

(iv) Delivery time(s) for the new item(s) or the item(s) under the new SIN(s) must be submitted in accordance with the request for proposal.

(v) Production point(s) for the new item(s) or the item(s) under the new SIN(s) must be submitted if required by 52.215-6, *Place of Performance*.

(vi) Hazardous Material information (if applicable) must be submitted as required by 52.223-3 (ALT I), *Hazardous Material Identification and Material Safety Data*.

(vii) Any information requested by 52.212-3(f), *Offeror Representations and Certifications—Commercial Items*, that may be necessary to assure compliance with FAR 52.225-1, *Buy American Act—Balance of Payments Programs—Supplies*.

(2) Deletions. The Contractors shall provide an explanation for the deletion. The Government reserves the right to reject any subsequent offer of the same item or a substantially equal item at a higher price during the same contract period, if the contracting officer finds the higher price to be unreasonable when compared with the deleted item.

(3) Price Reduction. The Contractor shall indicate whether the price reduction falls under the item (i), (ii), or (iii) of paragraph (c)(1) of the Price Reductions clause at 552.238-75. If the Price reduction falls under item (i), the Contractor shall submit a copy of the dated commercial price list. If the price reduction falls under item (ii) or (iii), the Contractor shall submit a copy of the applicable price list(s), bulletins or letters or customer agreements which outline the effective date, duration, terms and conditions of the price reduction.

(c) *Effective dates*. The effective date of any modification is the date specified in the modification, except as otherwise provided in the Price Reductions clause at 552.238-75.

(d) *Electronic File Updates*. The Contractor shall update electronic file submissions to reflect all modifications. For additional items or SINs, the Contractor shall obtain the Contracting Officer's approval before transmitting changes. Contract modifications will not be made effective until the Government receives the electronic file updates. The Contractor may transmit price reductions, item deletions, and corrections without prior approval. However, the Contractor shall notify the Contracting Officer as set forth in the Price Reductions clause at 552.238-75.

(e) *Amendments to Paper Federal Supply Schedule Price Lists.*

(1) The Contractor must provide supplements to its paper price lists, reflecting the most current changes. The Contractor may either:

(i) Distribute a supplemental paper Federal Supply Schedule Price List within 15 workdays after the effective date of each modification.

(ii) Distribute quarterly cumulative supplements. The period covered by a cumulative supplement is at the discretion of the Contractor, but may not exceed three calendar months from the effective date of the earliest modification. For example, if the first modification occurs in February, the quarterly supplement must cover February—April, and every three month period after. The Contractor must distribute each quarterly cumulative supplement within 15 workdays from the last day of the calendar quarter.

(2) At a minimum, the Contractor shall distribute each supplement to those ordering activities that previously received the basic document. In addition, the Contractor shall submit two copies of each supplement to the Contracting Officer and one copy to the FSS Schedule Information Center.

(f) Electronic submission of modification requests is mandatory via eMod (http://eOffer.gsa.gov), unless otherwise stated in the electronic submission standards and requirements at the Vendor Support Center website (http://vsc.gsa.gov). If the electronic submissions standards and requirements information is updated at the Vendor Support Center website, Contractors will be notified prior to the effective date of the change.

Note: Regulation   552.238-81

This clause DOES NOT apply to offerors participating in the TDR Pilot.

If elect to participate in the TDR pilot, then clause 552.238-81 - MODIFICATION (FEDERAL SUPPLY SCHEDULE) (APR 2014) (ALTERNATE II - JUN 2016) applies.

552.246-73 WARRANTY—MULTIPLE AWARD SCHEDULE (MAR 2000) (ALTERNATE I—MAY 2003)

(a) Applicable to domestic locations. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the Contractor's commercial price list applies to this contract.

(b) Applicable to overseas destinations. Unless specified otherwise in this contract, the Contractor's standard commercial warranty as stated in the commercial price list applies to this contract, except as follows:

(1) The Contractor must provide, at a minimum, a warranty on all non-consumable parts for a period of 90 days from the date that the ordering activity accepts the product.

(2) The Contractor must supply parts and labor required under the warranty provisions free of charge.

(3) The Contractor must bear the transportation costs of returning the products to and from the repair facility, or the costs involved with Contractor personnel traveling to the ordering activity facility for the purpose of repairing the product onsite, during the 90 day warranty period.

552.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (SEP 1999) (DEVIATION FAR 52.252-6)

(a) Deviations to FAR clauses.

(1) This solicitation or contract indicates any authorized deviation to a Federal Acquisition Regulation (48 CFR Chapter 1) clause by the addition of "(DEVIATION)" after the date of the clause, if the clause is not published in the General Services Administration Acquisition Regulation (48 CFR Chapter 5).

(2) This solicitation indicates any authorized deviation to a Federal Acquisition Regulation (FAR) clause that is published in the General Services Administration Acquisition Regulation by the addition of "(DEVIATION (FAR clause no.))" after the date of the clause.

(b) Deviations to GSAR clauses. This solicitation indicates any authorized deviation to a General Services Administration Acquisition Regulation clause by the addition of "(DEVIATION)" after the date of the clause.

(c) "Substantially the same as" clauses. Changes in wording of clauses prescribed for use on a "substantially the same as" basis are not considered deviations.

C-FSS-370 CONTRACTOR TASKS / SPECIAL REQUIREMENTS (NOV 2003)

(a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

(b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.

(c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.

(d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.

(e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.

(f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.

(g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.

(h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.

(i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.

(j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

(k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

C-FSS-412 CHARACTERISTICS OF ELECTRIC CURRENT

(MAY 2000)

Contractors supplying equipment which uses electrical current are required to supply equipment suitable for the electrical system at the location at which the equipment is to be used as specified on the order.

C-FSS-425 WORKMANSHIP (OCT 1988)

Any item contracted for must be new, current model at the time of offer, unless otherwise specified. Each article must perform the functions for its intended use.

C-FSS-427 ANSI STANDARDS (JUL 1991)

ANSI Standards cited in this solicitation may be obtained from the American National Standards Institute, Inc., 11 West 42nd Street, 13th Floor, New York, NY 10036 (Tel: (212) 642-4900).

CI-FSS-002 SUBMISSION OF OFFERS—ADDITIONAL INSTRUCTIONS (MAR 1996)

Offerors are requested to submit a signed original and 2 copies of SF-1449 together with all addenda and attachments complete in every respect with the exception of oversized blueprints, drawings, or similar documents attached to the solicitation. Oversized blueprints, drawings, or similar documents are not required to be duplicated for the purpose of submitting a duplicate copy of the offer to GSA.

CI-FSS-052 AUTHENTICATION PRODUCTS AND SERVICES (JAN 2010)

(a) General Background.

(1) The General Services Administration (GSA) originally established the Access Certificates for Electronic Services (ACES) Program to provide digital certificates and PKI services for enabling e-Government applications that require logical access control, digital signature and/or electronic authentication. The ACES Program provided for the issuance of electronic credentials to individuals and entities external to the Federal Government. The Federal PKI Policy Authority approved the policies and requirements of the ACES Program to satisfy the Federal requirements for cross-certification with the Federal Bridge Certification Authority (FBCA) and participation in the Federal e-Authentication initiative. The term "Identity and Access Management" (IAM) is now being used to clearly define the kinds of services that meet the requirements for service providers and products that support FISMA-compliant IAM systems deployed by federal agencies. In addition, many states have adopted corresponding standards for IAM.

(2) Homeland Security Presidential Directive 12 (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and Contractors" establishes the requirement for a mandatory Government-wide standard for secure and reliable forms of identification issued by the Federal Government to its employees and contractor employees assigned to Government contracts in order to enhance security, increase Government efficiency, reduce identity fraud, and protect personal privacy. Further, the Directive requires the Department of Commerce to promulgate a Federal standard for secure and reliable forms of identification within six months of the date of the Directive. As a result, the National Institute of Standards and Technology (NIST) released Federal Information Processing Standard (FIPS) 201: Personal Identity Verification of Federal Employees and Contractors on February 25, 2005. FIPS 201 requires that the digital certificates incorporated into the Personal Identity Verification (PIV) identity credentials comply with the X.509 Certificate Policy for the U.S. Federal PKI Common Policy Framework. In addition, FIPS 201 requires that Federal identity badges referred to as PIV credentials, issued to Federal employees and contractors comply with the Standard and associated NIST Special Publications 800-73, 800-76, 800-78, and 800-79.

(b) Special Item Numbers.

> The General Services Administration has established the e-Authentication Initiative (see URL: http://www.idmanagement.gov) to provide common infrastructure for the authentication of the public and internal federal users for logical access to Federal e-Government applications and electronic services. To support the government-wide implementation of HSPD-12 and the Federal e-Authentication Initiative, GSA has established Special Item Numbers (SINs) pertaining to Authentication Products and Services, including Electronic Credentials, Digital Certificates, e-Authentication, Identify and Access Management, PKI Shared Service Providers, and HSPD-12 Product and Service Components.

(c) Qualification Information.

> (1) All Authentication Products and Services must be qualified as being compliant with Government-wide requirements before they will be included on a GSA Information Technology (IT) Schedule contract. The Qualification Requirements and associated evaluation procedures against the Qualification Requirements for each SIN and the specific Qualification Requirements for HSPD-12 implementation components are presented at the following URL: http://www.idmanagement.gov.

> (2) In addition, the National Institute of Standards and Technology (NIST) has established the NIST Personal Identity Verification Program (NPIVP) to evaluate integrated circuit chip cards and products against conformance requirements contained in FIPS 201. GSA has established the FIPS 201Evaluation Program to evaluate other products needed for agency implementation of HSPD-12 requirements where normative requirements are specified in FIPS 201 and to perform card and reader interface testing for interoperability. Products that are approved as FIPS-201 compliant through these evaluation and testing programs may be offered directly through the HSPD-12 Product and Services Components SIN, under the category "Approved FIPS 201-Compliant Products and services".

(d) Qualification Requirements.

> (1) Offerors proposing Authentication products and services under the established Special Item Numbers (SINs) are required to provide the following:

>> (i) Proposed items must be determined to be compliant with Federal requirements for that Special Item Number. Qualification Requirements and procedures for the evaluation of products and services are posted at the URL: http://www.idmanagement.gov. GSA will follow these procedures in qualifying offeror's products and services against the Qualification Requirements for applicable to SIN. Offerors must submit all documentation certification letter(s) for Authentication Products and Services offerings at the same time as the submission of proposal. Award will be dependent upon receipt of official documentation from the Acquisition Program Management Office (APMO) listed below verifying satisfactory qualification against the Qualification Requirements of the proposed SIN(s).

>> (ii) After award, Contractor agrees that certified products and services will not be offered under any other SIN on any GSA Multiple Award Schedule.

>> (iii)   (A) If the Contractor changes the products or services previously qualified, GSA may require the contractor to resubmit the products or services for re-qualification.

>>   (B) If the Federal Government changes the qualification requirements or standards, Contractor must resubmit the products and services for re-qualification.

> (2) Immediately prior to making an award, Contracting Officers MUST consult the following website to ensure that the supplies and/or services recommended for award under any

Authentication Products and Services SINs are in compliance with the latest APL qualification standards: www.idmanagement.gov . A dated copy of the applicable page should be made and included with award documents.

(e) Demonstrating Conformance.

(1) The Federal Government has established Qualification Requirements for demonstrating conformance with the Standards. The following websites provide additional information regarding the evaluation and qualification processes:

(i) For Access Certificates for Electronic Services (ACES) and PKI Shared Service Provider (SSP) Qualification Requirements and evaluation procedures: http://www.idmanagement.gov;

(ii) For HSPD-12 Product and Service Components Qualification Requirements and evaluation procedures: http://www.idmanagement.gov;

(iii) For FIPS 201 compliant products and services qualification and approval procedures: http://www.csrc.nist.gov/piv-project/ and http://www.smart.gov .

(f) Acquisition Program Management Office (APMO).

GSA has established the APMO to provide centralized technical oversight and management regarding the qualification process to industry partners and Federal agencies. Contact the following APMO for information on the e-Authentication Qualification process. Technical, APMO, FIPS 201and HSPD-12 Points of Contacts can be found below, or in an additional attachment to the Solicitation.

See Attachment

CI-FSS-055 COMMERCIAL SATELLITE COMMUNICATION (COMSATCOM) SERVICES (DEC 2014)

To ensure the protection of controlled unclassified information (CUI) as required by Federal Information Security Management Act of 2002 and DoDM 5200.01-V4 (DoD Information Security Program: Controlled Unclassified Information (CUI) the following shall be implemented.

(a) *General Background.*

Special Item Numbers (SINs) have been established for Commercial Satellite Communications (COMSATCOM) services, focused on transponded capacity (SIN 132-54) and fixed and mobile subscription services (SIN 132-55), to make available common COMSATCOM services to all Ordering Activities.

(b) *Information Assurance.*

(1) The Contractor shall demonstrate, to the maximum extent practicable, the ability to meet:

(i) The Committee on National Security Systems Policy (CNSSP) 12, "National Information Assurance Policy for Space Systems used to Support National Security Missions," or

(ii) Department of Defense Directive (DoDI) 8581.1, "Information Assurance (IA) Policy for Space Systems Used by the Department of Defense."

(2) The Contractor shall demonstrate the ability to comply with the Federal Information Security

Management Act of 2002 as implemented by Federal Information Processing Standards Publication 200 (FIPS 200), "Minimum Security Requirements for Federal Information and Information Systems." In response to Ordering Activity requirements, at a minimum, all services shall meet the requirements assigned against:

          (i) A low-impact information system (per FIPS 200) that is described in the current revision of National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53, "Recommended Security Controls for Federal Information Systems and Organizations,"

(3) The Contractor's information assurance boundary is where the Contractor's services connect to the user terminals/equipment (i.e., includes satellite command encryption (ground and space); systems used in the Satellite Operations Centers (SOCs), Network Operations Centers (NOCs) and teleport; and terrestrial infrastructure required for service delivery).

(c) *Delivery Schedule.*

The Contractor shall deliver COMSATCOM services in accordance with 552.211-78.

(d) *Portability.*

The Contractor shall have the capability to redeploy COMSATCOM services, subject to availability. Portability shall be provided within the COMSATCOM Contractor's resources at any time as requested by the Ordering Activity. When portability is exercised, evidence of equivalent net present value (NPV) shall be provided by the Contractor.

(e) *Flexibility/Optimization.*

The Contractor shall have the capability to re-groom resources for spectral, operational, or price efficiencies. Flexibility/optimization shall be provided within the COMSATCOM Contractor's resources at any time as requested by the Ordering Activity. When flexibility/optimization is exercised, evidence of equivalent net present value (NPV) shall be provided by the contractor. The Contractor is encouraged to submit re-grooming approaches for Ordering Activity consideration that may increase efficiencies for existing COMSATCOM services.

(f) *Net Ready* (Interoperability).

COMSATCOM services shall be consistent with commercial standards and practices. Services shall have the capability to access and/or interoperate with Government or other Commercial teleports/gateways and provide enterprise service access to or among networks or enclaves. Interfaces may be identified as interoperable on the basis of participation in a sponsored interoperability program.

(g) *Network Monitoring* (Net OPS).

The Contractor shall have the capability to electronically collect and deliver near real-time monitoring, fault/incident/outage reporting, and information access to ensure effective and efficient operations, performance, and availability, consistent with commercial practices. Consistent with the Contractor's standard management practices, the Net Ops information will be provided on a frequency (example: every 6 hours, daily) and format (example: SNMP, XML) as defined in a requirement to a location/entity/electronic interface defined by the Ordering Activity. Specific reporting requirements will be defined by the Ordering Activity.

(h) *EMI/RFI Identification, Characterization, and Geo-location.*

The Contractor shall have the capability to collect and electronically report in near real-time Electro Magnetic Interference (EMI) / Radio Frequency Interference (RFI) identification, characterization, and geo-location, including the ability to identify and characterize sub-carrier EMI/RFI being transmitted underneath an authorized carrier, and the ability to geo-locate the source of any and all EMI/RFI. The

Contractor shall establish and use with the Ordering Activity a mutually agreed upon media and voice communications capability capable of protecting "Sensitive, but Unclassified" data.

(i) *Security.*

(1) The contractor may be required to obtain/possess varying levels of personnel and facility security clearances up to U.S. Government TOP SECRET/Sensitive Compartmented Information (TS/SCI) or equivalent clearances assigned by the National Security Authority of a NATO Member State or Major Non-NATO Ally.

(2) For incident resolution involving classified matters, the Contractor shall provide appropriately cleared staff who can affect COMSATCOM services operations (example: satellite payload operations, network operations). The Contractor shall provide a minimum of one operations staff member AND a minimum of one person with the authority to commit the company if resolution requires business impacting decisions (example: Chief Executive Officer, Chief Operations Officer, etc.).

(3) When Communications Security or Transmission Security equipment or keying material is placed in the equipment/terminal shelter, the Contractor shall ensure compliance with applicable physical security directives/guidelines and that all deployed equipment/terminal operations and maintenance personnel shall possess the appropriate clearances, equal to or higher than the classification level of the data being transmitted. Where local regulations require use of foreign personnel for terminal operations and maintenance, then the Contractor shall ensure compliance with applicable security directives/guidelines and document to the U.S. Government's satisfaction that protective measures are in place and such individuals have equivalent clearances granted by the local host nation.

(4) For classified operations security (OPSEC), the Contractor shall ensure that all personnel in direct contact with classified OPSEC indicators (example: the unit, location, and time of operations) have U.S. SECRET or higher personnel security clearances, or, as appropriate, equivalent clearances assigned by the National Security Authority of a NATO Member State or Major Non-NATO Ally, in accordance with applicable security directives and guidelines.

(5) To ensure the capability of communicating classified intelligence information to satellite vendors cleared satellite vendor/staff must have access to secure voice communications for emergency purposes. Communications security equipment (COMSEC) certified by the National Security Agency (NSA) to secure critical unclassified and up to and including SECRET communication transmissions at their operating locations is required.

(6) The Contractor shall have the capability to "mask" or "protect" users against unauthorized release of identifying information to any entity that could compromise operations security. Identifying information includes but is not limited to personal user and/or unit information including tail numbers, unit names, unit numbers, individual names, individual contact numbers, street addresses, etc.

(j) *Third party billing for COMSATCOM subscription services.*

The Contractor shall identify authorized network infrastructure for the Ordering Activity. In some cases, the user of the terminal may access network infrastructure owned or operated by a third party. In the event a terminal is used on a third party's network infrastructure, the Contractor shall provide to the Ordering Activity, invoices and documentation reflecting actual usage amount and third party charges incurred. The Ordering Activity shall be billed the actual third party charges incurred, or the contract third party billing price, whichever is less.

(k) *DoD Solicitation Pre and Post Award Requirement for Communications and Data Protection Using External Certificate Authority Public Key Infrastructure (ECA PKI).*

To ensure the protection of controlled unclassified information (CUI) as required by Federal

Information Security Management Act of 2002 and DoDM 5200.01-V4 (DoD Information Security Program: Controlled Unclassified Information (CUI) the following shall be implemented.

> (1) Vendors shall digitally sign and encrypt all DoD RFQ and task order related documents, to include contract deliverables, emailed to government agents. Government agents include, but are not limited to, DISA (COMSATCOM Center), DITCO, the Regional SATCOM Support Centers, General Services Administration, users of contractor-provided services, and government-contracted support. Digital signatures and encryption shall be provided through the use of Medium Hardware Assurance Public Key Infrastructures certificates, and associated hardware, issued by one of the approved External Certificate Authority (ECA) vendors. Contractors that desire to respond to DoD task order solicitations, receive and perform DoD task orders shall obtain this capability within 10 days after award of Schedule 70 Contract SINs 135-54 & 132-55 or BPAs for satellite services. Existing Schedule 70 Contractor holders of SINs 132-54 & 132-55 interested in bidding on DoD Task Orders shall obtain this capability prior to bidding on any DoD solicitations.

> (2) The following DISA web page (http://iase.disa.mil/pki/eca/) provides links to approved ECAs. To obtain a certificate, select one of the approved ECA vendors and complete the registration. Each individual registering for a PKI certificate must verify their identity during the registration process. ECA vendors charge a fee for each registration.

Note: Regulation   CI-FSS-055

For additional Modification guidelines and instructions, specifically pertaining to COMSATCOM, please review the documentation published to http://www.gsa.gov/schedule70, and http://www.gsa.gov/fcsa.

CI-FSS-056 FEDERAL ACQUISITION REGULATION (FAR) PART 51 DEVIATION AUTHORITY (FEDERAL SUPPLY SCHEDULES) (JAN 2010)

(a) *General Background.*

On October 8, 2009, a class deviation to FAR Part 51 was granted by GSA's Senior Procurement Executive in accordance with FAR Subpart 1.404, Class deviations. The deviation permits federal contracting officers to authorize GSA contractors, who are performing an order on a time-and-material or labor-hour basis, to purchase supplies and services from schedule contractors or to process requisitions through the Global Supply Program.

(b) *Orders.*

Orders placed using the FAR Part 51 deviation shall be:

> (1) Placed on a time-and-materials (T&M)/labor-hour (LH) basis—an order placed by the Federal Government to the buying contractor can be partially fixed price, but the portion of the order for the items to be procured using the FAR Part 51 deviation shall be T&M/LH;

> (2) For ancillary supplies/services that are in support of the overall order such that the items are not the primary purpose of the work ordered, but are an integral part of the total solution offered;

> (3) Issued in accordance with the procedures in FAR 8.405-1, Ordering Procedures for supplies, and services not requiring a statement of work;

> (4) Placed by the Federal Government. The authorization is **NOT** available to state and local governments.

(c) For comprehensive guidance on the proper use the FAR Part 51 authority granted by the deviation, please refer to the Ordering Guide at www.gsa.gov/far51deviation.

1

CI-FSS-151-N ADDITIONAL EVALUATION FACTORS FOR AWARD TO NEW OFFERORS (OCT 2015)

(a) The Government will consider award to a responsible offeror, whose offer conforms to all solicitation requirements, is determined technically acceptable, has acceptable past performance, and whose prices are determined fair and reasonable.

(1) **Section I - Administrative/Contract Data:**

Section I - Administrative/Contract Data will be evaluated for successful completion of all requirements outlined in provision SCP-FSS-001-N *Instructions Applicable to New Offerors* and, as applicable, provisions SCP-FSS-002 *Specific Proposal Instructions for Services*, SCP-FSS-003 *Specific Proposal Instructions for Products*, SCP-FSS-004 *Specific Proposal Instructions for Schedule 70*, SCP-FSS-005 *Special Proposal Instructions for Products for Schedule 751*, and SCP-FSS-006 *Special Proposal Instructions for Products and Services for Schedule 23V*.

(2) **Section II - Technical Proposal:**

(i.) Section II - Technical Proposal will be reviewed, evaluated and rated acceptable or unacceptable based on the technical evaluation factors described in provision SCP-FSS-001-N and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006 of the solicitation document. Award will be made on a SIN-by-SIN basis. A rating of "unacceptable" under any evaluation factor will result in an "unacceptable" rating overall for that SIN. Offers determined technically unacceptable for all proposed SINs will be rejected.

(ii.) Factor One - Corporate Experience*:* Failure to provide the information as described in provision SCP-FSS-001-N for Factor One will result in an "unacceptable" rating for that SIN. The offeror shall have demonstrated that the firm can successfully perform, administer, and complete ordering activity tasks that may be awarded against a contract awarded under this solicitation. It must also demonstrate that the services proposed for each SIN are within the Scope of Work in Part I of this solicitation.

(iii.) Factor Two - Past Performance: Failure to provide information as described in Factor Two of provision SCP-FSS-001-N may result in an "unacceptable" rating for the Technical Proposal. The results of the Open Ratings Past Performance Evaluation will be considered, along with other information available to the contracting officer in determining the past performance rating of the offeror. The Government reserves the right to consider any other pertinent information that comes to the attention of the Government regarding the offeror's past performance. The Government will consider the offeror's performance in the following key areas: Overall Performance, Reliability, Cost, Order Accuracy, Delivery/Timeliness, Quality, Business Relations, Personnel, Customer Support, and Responsiveness. Those offerors demonstrating a pattern of consistent acceptable performance will receive an acceptable rating.

(iv.) Factor Three - Quality Control: Failure to provide the required information as

described in Factor Three of provision SCP-FSS-001-N may result in an "unacceptable" rating for the Technical Proposal.

(v.) Factor Four - Relevant Project Experience*:* The offeror must submit the information described in Factor Four of provision SCP-FSS-002 and/or SCP-FSS-003 of the solicitation. For SCP-FSS-002, the offeror must also demonstrate the successful completion of orders that are of a similar or greater complexity to the orders described in the statement of work in Part I of the solicitation.

(vi.) Technical proposals that are unrealistic in terms of technical commitment, lack technical competence, or are indicative of failure to comprehend the complexities and risks of solicitation requirements will be rejected.

(3) **Section III - Price Proposal:**

(i.) Section III - Price Proposal will be evaluated for successful completion of all requirements outlined in provision SCP-FSS-001-N and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006 of the Solicitation document. In order for the Section III - Pricing Proposal to be rated acceptable, the contracting officer must determine that the proposed pricing is fair, reasonable, and supportable, based on the submission of sufficient pricing information as outlined in provision SCP-FSS-001-N and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006.

(ii.) The proposed pricing must be advantageous to the Government. If a price offered to GSA is not equal to or better than the price offered to the offeror's designated Most Favored Customer, the offeror must explain the rationale for proposing such a price in a manner sufficient to enable the contracting officer to determine that the rate is fair and reasonable. If the rates offered are not "equal to or lower than" the MFC, an acceptable justification must be provided.

(b) The Government reserves the right to award or reject without discussions. Therefore, the offeror's initial proposal should contain the best terms from a price and technical standpoint.

Note: Regulation   CI-FSS-151-N
This clause DOES NOT apply to offerors participating in the TDR Pilot.

If choose to participate in the TDR pilot, then clause CI-FSS-151-N ADDITIONAL EVALUATION FACTORS FOR AWARD TO NEW OFFERORS (OCT 2015) (ALTERNATE I - JUL 2016) applies.

(Note: This is an FSS reproduction using word processing software) **STANDARD FORM 1449** (10-95) **(BACK)**

CI-FSS-151-N ADDITIONAL EVALUATION FACTORS FOR AWARD TO NEW OFFERORS (OCT 2015) (ALTERNATE I – JUL 2016)

(a) The Government will consider award to a responsible offeror, whose offer conforms to all solicitation requirements, is determined technically acceptable, has acceptable past performance, and whose prices are determined fair and reasonable.

(1) **Section I - Administrative/Contract Data:**

Section I - Administrative/Contract Data will be evaluated for successful completion of all requirements outlined in provision SCP-FSS-001-N *Instructions Applicable to New Offerors* and, as applicable,

provisions SCP-FSS-002 *Specific Proposal Instructions for Services*, SCP-FSS-003 *Specific Proposal Instructions for Products,* SCP-FSS-004 *Specific Proposal Instructions for Schedule 70,* SCP-FSS-005 *Special Proposal Instructions for Products for Schedule 751,* and SCP-FSS-006 *Special Proposal Instructions for Products and Services for Schedule 23V.*

   (2) **Section II - Technical Proposal:**

         (i.) Section II - Technical Proposal will be reviewed, evaluated and rated acceptable or unacceptable based on the technical evaluation factors described in provision SCP-FSS-001-N and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006 of the solicitation document. Award will be made on a SIN-by-SIN basis. A rating of "unacceptable" under any evaluation factor will result in an "unacceptable" rating overall for that SIN. Offers determined technically unacceptable for all proposed SINs will be rejected.

         (ii.) Factor One - Corporate Experience: Failure to provide the information as described in provision SCP-FSS-001-N for Factor One will result in an "unacceptable" rating for that SIN. The offeror shall have demonstrated that the firm can successfully perform, administer, and complete ordering activity tasks that may be awarded against a contract awarded under this solicitation. It must also demonstrate that the services proposed for each SIN are within the Scope of Work in Part I of this solicitation.

         (iii.) Factor Two - Past Performance: Failure to provide information as described in Factor Two of provision SCP-FSS-001-N may result in an "unacceptable" rating for the Technical Proposal. The results of the Open Ratings Past Performance Evaluation will be considered, along with other information available to the contracting officer in determining the past performance rating of the offeror. The Government reserves the right to consider any other pertinent information that comes to the attention of the Government regarding the offeror's past performance. The Government will consider the offeror's performance in the following key areas: Overall Performance, Reliability, Cost, Order Accuracy, Delivery/Timeliness, Quality, Business Relations, Personnel, Customer Support, and Responsiveness. Those offerors demonstrating a pattern of consistent acceptable performance will receive an acceptable rating.

         (iv.) Factor Three - Quality Control: Failure to provide the required information as described in Factor Three of provision SCP-FSS-001-N may result in an "unacceptable" rating for the Technical Proposal.

         (v.) Factor Four - Relevant Project Experience: The offeror must submit the information described in Factor Four of provision SCP-FSS-002 and/or SCP-FSS-003 of the solicitation. For SCP-FSS-002, the offeror must also demonstrate the successful completion of orders that are of a similar or greater complexity to the orders described in the statement of work in Part I of the solicitation.

         (vi.) Technical proposals that are unrealistic in terms of technical commitment, lack technical competence, or are indicative of failure to comprehend the complexities and risks of solicitation requirements will be rejected.

   (3) **Section III - Price Proposal:**

         (i.) Section III - Price Proposal will be evaluated for successful completion of all requirements outlined in provision SCP-FSS-001-N and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006 of the Solicitation document. In order for the Section III - Pricing Proposal to be rated acceptable, the contracting officer must determine that the proposed pricing is fair, reasonable, and supportable, based on the submission of sufficient pricing information as outlined in provision SCP-FSS-001-N and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006.

(ii.) The proposed pricing must be advantageous to the Government.

(b) The Government reserves the right to award or reject without discussions. Therefore, the offeror's initial proposal should contain the best terms from a price and technical standpoint.

Note: Regulation   CI-FSS-151-N

This clause APPLIES to offerors that choose to participate in the TDR pilot.

If choose to NOT participate in the TDR pilot, then clause CI-FSS-151-N ADDITIONAL EVALUATION FACTORS FOR AWARD TO NEW OFFERORS (OCT 2015) applies.

1

CI-FSS-151-S ADDITIONAL EVALUATION FACTORS FOR AWARD TO SUCCESSFUL FSS PROGRAM CONTRACTORS (OCT 2015)

(a) The Government will consider award to a responsible offeror, whose offer conforms to all solicitation requirements, is determined technically acceptable, has acceptable past performance, and whose prices are determined fair and reasonable.

(1) **Section I - Administrative/Contract Data:**

Section I - Administrative/Contract Data will be evaluated for successful completion of all requirements outlined in provision SCP-FSS-001-S *Instructions Applicable to Successful FSS Program Contractors* and, as applicable, provisions SCP-FSS-002 *Specific Proposal Instructions for Services*, SCP-FSS-003 *Specific Proposal Instructions for Products*, SCP-FSS-004 *Specific Proposal Instructions for Schedule* 70, SCP-FSS-005 *Special Proposal Instructions for Products for Schedule 751*, and SCP-FSS-006 *Special Proposal Instructions for Products and Services for Schedule 23V*.

(2) **Section II - Technical Proposal:**

(i.) Section II - Technical Proposal will be reviewed, evaluated and rated acceptable or unacceptable based on the two technical evaluation factors described in provision SCP-FSS-001-S and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006 of the solicitation document. Award will be made on a SIN-by-SIN basis. A rating of "unacceptable" under any evaluation factor will result in an "unacceptable" rating overall for that SIN. Offers determined technically unacceptable for all proposed SINs will be rejected.

(ii.) Quality Control: Failure to provide the required information as described in Quality Control under provision SCP-FSS-001-S may result in an "unacceptable" rating for the Technical Proposal.

(iii.) Past Performance: The contracting officer will use the results of a search of known past performance information regarding the existing FSS contract, including but not limited to information in PPIRS along with any relevant past performance information

provided by the offeror, to determine the past performance rating of the offeror. The Government reserves the right to consider any other pertinent information that comes to the attention of the Government regarding the offeror's past performance. Those offerors demonstrating a pattern of satisfactory performance will receive an acceptable rating.

(iv.) Technical proposals that are unrealistic in terms of technical commitment, lack technical competence, or are indicative of failure to comprehend the complexities and risks of solicitation requirements will be rejected.

(3) **Section III - Price Proposal:**

(i.) Section III - Price Proposal will be evaluated for successful completion of all requirements outlined in provision SCP-FSS-001-S and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006 of the solicitation document. In order for the Section III - Pricing Proposal to be rated acceptable, the contracting officer must determine that the proposed pricing is fair, reasonable, and supportable, based on the submission of sufficient pricing information as outlined in provision SCP-FSS-001-S and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006.

(ii.) The proposed pricing must be advantageous to the Government. If a price offered to GSA is not equal to or better than the price offered to the offeror's designated Most Favored Customer, the offeror must explain the rationale for proposing such a price in a manner sufficient to enable the contracting officer to determine that the rate is fair and reasonable. If the rates offered are not "equal to or lower than" the MFC, an acceptable justification must be provided.

(b) The Government reserves the right to award or reject without discussions. Therefore, the offeror's initial proposal should contain the best terms from a price and technical standpoint.

Note: Regulation   CI-FSS-151-S

This clause DOES NOT apply to offerors participating in the TDR Pilot.

If choose to participate in the TDR pilot, then clause CI-FSS-151-S ADDITIONAL EVALUATION FACTORS FOR AWARD TO SUCCESSFUL FSS PROGRAM CONTRACTORS (OCT 2015) (ALTERNATE I - JUL 2016) applies.

(Note: This is an FSS reproduction using word processing software) **STANDARD FORM 1449** (10-95) (**BACK**)

CI-FSS-151-S ADDITIONAL EVALUATION FACTORS FOR AWARD TO SUCCESSFUL FSS PROGRAM CONTRACTORS (OCT 2015) (ALTERNATE I – JUL 2016)

(a) The Government will consider award to a responsible offeror, whose offer conforms to all solicitation requirements, is determined technically acceptable, has acceptable past performance, and whose prices are determined fair and reasonable.

(1) **Section I - Administrative/Contract Data:**

Section I - Administrative/Contract Data will be evaluated for successful completion of all requirements outlined in provision SCP-FSS-001-S *Instructions Applicable to Successful FSS Program Contractors* and, as applicable, provisions SCP-FSS-002 *Specific Proposal Instructions for Services*, SCP-FSS-003 *Specific Proposal Instructions for Products*, SCP-FSS-004 *Specific Proposal Instructions for Schedule 70*, SCP-FSS-005 *Special Proposal Instructions for Products for Schedule 751*, and SCP-FSS-006 *Special Proposal Instructions for Products and Services for Schedule 23V*.

(2) **Section II - Technical Proposal:**

(i.) Section II - Technical Proposal will be reviewed, evaluated and rated acceptable or unacceptable based on the two technical evaluation factors described in provision SCP-FSS-001-S and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006 of the solicitation document. Award will be made on a SIN-by-SIN basis. A rating of "unacceptable" under any evaluation factor will result in an "unacceptable" rating overall for that SIN. Offers determined technically unacceptable for all proposed SINs will be rejected.

(ii.) Quality Control: Failure to provide the required information as described in Quality Control under provision SCP-FSS-001-S may result in an "unacceptable" rating for the Technical Proposal.

(iii.) Past Performance: The contracting officer will use the results of a search of known past performance information regarding the existing FSS contract, including but not limited to information in PPIRS along with any relevant past performance information provided by the offeror, to determine the past performance rating of the offeror. The Government reserves the right to consider any other pertinent information that comes to the attention of the Government regarding the offeror's past performance. Those offerors demonstrating a pattern of satisfactory performance will receive an acceptable rating.

(iv.) Technical proposals that are unrealistic in terms of technical commitment, lack technical competence, or are indicative of failure to comprehend the complexities and risks of solicitation requirements will be rejected.

(3) **Section III - Price Proposal:**

(i.) Section III - Price Proposal will be evaluated for successful completion of all requirements outlined in provision SCP-FSS-001-S and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006 of the solicitation document. In order for the Section III - Pricing Proposal to be rated acceptable, the contracting officer must determine that the proposed pricing is fair, reasonable, and supportable, based on the submission of sufficient pricing information as outlined in provision SCP-FSS-001-S and, as applicable, provisions SCP-FSS-002, 003, 004, 005, and 006.

(ii.) The proposed pricing must be advantageous to the Government.

(b) The Government reserves the right to award or reject without discussions. Therefore, the offeror's initial proposal should contain the best terms from a price and technical standpoint.

Note: Regulation   CI-FSS-151-S
This clause APPLIES to offerors that choose to participate in the TDR pilot.

If choose to NOT participate in the TDR pilot, then clause FSS-151-S ADDITIONAL EVALUATION FACTORS FOR AWARD TO SUCCESSFUL FSS PROGRAM CONTRACTORS (OCT 2015) applies.

CI-FSS-152-N ADDITIONAL EVALUATION FACTORS FOR NEW OFFERORS UNDER SCHEDULE 70 (AUG 2017)

(a) The Government will consider award to an offeror who has been determined to be responsible, whose offer conforms to all solicitation requirements, who is determined technically acceptable, who has acceptable past performance, and whose prices are determined fair and reasonable.

(b) All technical evaluation factors will be reviewed, evaluated, and rated acceptable or unacceptable based on the criteria listed below. Award will be made on a SIN-by-SIN basis. A rating of "unacceptable" under any technical evaluation factor, by SIN, will result in an "unacceptable" rating overall for that SIN, and that SIN will be rejected. Offers determined unacceptable for all proposed SIN(s) will be rejected.

I. TECHNICAL EVALUATION FACTORS:

(1) FACTOR 1: Corporate Experience: See SCP-FSS-001-N

(2) FACTOR 2: Past Performance: See SCP-FSS-001-N

(3) FACTOR 3: Quality Control: See SCP-FSS-001-N

(4) FACTOR 4: Relevant Project Experience: See SCP-FSS-004. Additional requirements are:

> (i.) SIN 132-41 Earth Observation Solutions, SIN 132-45A Penetration Testing, SIN 132-45B Incident Response, SIN 132-45C Cyber Hunt, SIN 132-45D Risk and Vulnerability Assessment, SIN 132-51 IT Professional Services, SIN 132-60f Identity Access Management (IAM) Professional Services only.

>> (A) Provide a description of the offeror's experience in the professional information technology services offered under SIN 132-41, SIN 132-45A, SIN 132-45B, SIN 132-45C, SIN 132-45D, SIN 132-51 and/or SIN 132-60f. Describe three completed or on-going project(s), similar in size and complexity to the effort contemplated herein and in sufficient detail for the Government to perform an evaluation. For SIN 132-60f, two of the three projects described must be prior Federal Government application deployment projects for public-facing IT systems. Each completed example shall have been completed within the last two years. For 132-41, the offeror shall provide a narrative of services provided or a project where products were provided. All examples of completed services shall have been found to be acceptable by the ordering activity. If the offeror cannot provide three examples of past experience, they may provide additional documentation to substantiate project experience to be evaluated by the contracting officer.

>> (B) Within the four-page limitation for each project narrative, offerors shall outline the following for proposed SINs: SIN 132-41, SIN 132-45A, SIN 132-45B, SIN 132-45C, SIN 132-45D, 132-51 and 132-60f:

>>> 1) Provide background information on the project or projects presented to demonstrate expertise.

>>> 2) Outline how the project or projects are related to the proposed SIN(s).

>>> 3) Submit summary of the final deliverables for the noted project or projects.

>>> 4) Offerors shall demonstrate that the tasks performed are of a similar complexity to the work solicited under this solicitation.

>>> 5) Provide the following information for each project submitted:

>>>> i) Project/Contract Name;

        ii) Project Description;

        iii) Dollar Amount of Contract;

        iv) Project Duration, which includes the original estimated completion date and the actual completion date; and

        v) Point of Contact and Telephone Number.

(ii.) SIN 132-54, Commercial Satellite Communications (COMSATCOM) Transponded Capacity and/or SIN 132-55, COMSATCOM Subscription Services

    (A) Provide a description of the offeror's experience delivering COMSATCOM services as described in CI-FSS-055 *Commercial Satellite Communication (COMSATCOM) Services*. For each COMSATCOM Services SIN proposed, describe three completed or ongoing projects, similar in size and complexity to the services the vendor is proposing to offer and in sufficient detail for the Government to perform an evaluation. (NOTE: If applying for both SIN 132-54 and 132-55, describe three projects related to SIN 132-54, and another three projects related to SIN 132-55.) All completed projects shall have been completed within the last three years prior to submission of the vendor's COMSATCOM Services SIN proposal. Performance of all completed projects shall have been found acceptable by the ordering activity. If the offeror cannot provide three projects, it may provide additional documentation to substantiate project experience to be evaluated by the contracting officer.

    (B) Within the four-page limitation for each project narrative, the offeror shall include the following information:

        1) Provide background information on the project presented to demonstrate familiarity and expertise servicing COMSATCOM requirements.

        2) Outline how the project is related to the proposed COMSATCOM Services SIN.

        3) Demonstrate that the tasks performed are of a similar size, scope, and complexity to the work solicited under this solicitation.

        4) Provide the following information for each project submitted:

            i) Project/Contract Name;

            ii) Project Description;

            iii) Dollar Amount of Contract;

            iv) Project Duration, which includes the original estimated completion date and the actual completion date; and

            v) Point of Contact and Telephone Number.

(iii.) Information Assurance Minimum Security Controls Compliance for SIN 132-54, Commercial Satellite Communications (COMSATCOM) Transponded Capacity Services and SIN 132-55, COMSATCOM Subscription Services only.

    (A) Federal policy specifies Government customer compliance with the Federal Information Security Management Act of 2002 as implemented by Federal

Information Processing Standards Publication 200 (FIPS 200), "Minimum Security Requirements for Federal Information and Information Systems." This standard specifies minimum security requirements Federal agencies must meet, defined through the use of security controls described in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53, "Recommended Security Controls for Federal Information Systems and Organizations," DoD Instruction (DoDI) 8500.2, "Information Assurance Implementation," and associated documents.

(B) Complete the Information Assurance Checklist found on the GSA SATCOM Services Program Management Office website (http://www.gsa.gov/portal/content/122627).

(C) The Government will evaluate the Information Assurance Checklist submitted as part of offeror's proposal to determine whether the offeror understands the minimum security controls, and has processes, personnel, and infrastructure that currently complies or demonstrates a reasonable approach to becoming compliant with all the minimum security controls for at least a low-impact information system or MAC III system.

(iv.) SIN 132-56 Health Information Technology Services

(A) Provide a description of the offeror's experience in the Health information technology services offered under SIN 132-56. Describe three completed or on-going project(s), similar in size and complexity to the effort contemplated herein and in sufficient detail for the Government to perform an evaluation. Each completed example shall have been completed within the last three years. All examples of completed services shall have been found to be acceptable by the ordering activity.

(B) Within the four-page limitation for each project narrative, offerors shall outline the following for proposed SIN 132-56:

  1) Provide background information on the project or projects presented to demonstrate Health IT expertise.

  2) Outline how the project or projects are related to the proposed Health IT SIN.

  3) Submit summary of the final deliverables for the noted project or projects.

  4) Offerors shall demonstrate that the tasks performed are of a similar complexity to the work solicited under this solicitation.

  5) Provide the following information for each project submitted:

      i) Project/Contract Name;

      ii) Project Description;

      iii) Dollar Amount of Contract;

      iv) Project Duration, which includes the original estimated completion date and the actual completion date; and

      v) Point of Contact and Telephone Number.

(v.) Project Experience for Authentication Products and Services (Homeland Security Presidential Directive 12 (HSPD-12) Only): All offers must be in compliance with guidance in National Institute of Standards and Technology (NIST) Special Publication (SP) 800-63, OMB Memorandum 04-04:

(A) SIN 132-60a: Offerings must include policy-compliant agency setup, testing, credential issuance, subscriber customer service account management, revocation, and credential validation as part of the basic service. Technical evaluation criteria are -

1) Successful completion of Level 1 Credential Assessment - Include Assessment Report

2) Successful completion of applicable interoperability testing - Include Test Report

(B) SIN 132-60b: Offerings must include policy-compliant agency setup, testing, identity proofing, credential issuance, subscriber customer service account management, revocation, and credential validation as part of the basic service. Technical evaluation criteria are -

1) Successful completion of Level 2 Credential Assessment - Include Assessment Report

2) Successful completion of applicable interoperability testing - Include Test Report

(C) SIN 132-60c: Offerings must include policy compliant ID proofing, Credential issuance, continued account management, revocation, and certificate validation as part of the basic service. Technical evaluation criteria are -

1) Successful completion of Level 3 and 4 Credential Assessment - Include Assessment Report

2) Access Certificates for Electronic Services (ACES) Security Certification and Accreditation (C&A) as a condition of obtaining and retaining approval to operate as a Certification Authority (CA) under the ACES Certificate policy and the GSA ACES Program. – Include Authorization to Operate (ATO) letter.

3) Common criteria for other Certification Authorities cross-certified by the Federal Bridge

(D) SIN 132-60d: Offerings must be -

1) Listed on GSA's Federal Information Processing Standards (FIPS) 201 Approved Products List.

2) Crypto Modules must be FIPS 140-2 validated.

(E) SIN 132-60e: Offerings must include precursor services such as bulk load, testing, identity proofing, credential issuance, subscriber customer service account management, revocation, and credential validation as part of the basic service. Also includes translation and validation services, and partial services such as 3rd-party identity proofing or secure hosting. Technical evaluation criteria are -

1) Demonstrated compliance with NIST SP 800-63, as applicable to the

technologies being utilized by the offeror.

2) Compliance with published E-Authentication architecture, verified by a clearance letter from GSA's Office of Governmentwide Policy.

(F) SIN 132-60f: Technical evaluation criteria are -

1) Documented experience with deployment of policy-compliant Identity and Access Management (IAM) projects in Government agencies. This includes IAM technologies and standards, including Security Assertion Markup Language (SAML), Public Key Infrastructure (PKI) and the Web Services (WS)-Federation specification. Offerors should describe in detail their competencies when proposing under this SIN.

(5) Factor 5 - ORAL TECHNICAL EVALUATION: See SCP-FSS-004. Offerors proposing services under SIN 132-45A Penetration Testing, SIN 132-45B Incident Response, SIN 132-45C Cyber Hunt, and/or SIN 132-45D Risk and Vulnerability Assessments additional requirements are:

ORAL TECHNICAL EVALUATION OVERVIEW: Offeror shall participate in an oral technical evaluation that will be conducted by a Technical Evaluation Board (TEB). The oral technical evaluation will be held at the unclassified level and will be scheduled by the TEB. The oral technical evaluation will be used to assess the offeror's capability to successfully perform the services within the scope of each SIN as set forth in this solicitation.

Offeror/Contractor shall review Factor 5 Oral Technical Evaluation Criteria in SCP-FSS-004 section (d)(II)(5)(iii) to this solicitation for details on the knowledge areas to be assessed in the evaluation and the criteria for a 'Acceptable' or 'Unacceptable' rating under this factor.

(i) ORAL TECHNICAL EVALUATION CONSTRAINTS: The offeror shall identify up to five key personnel, by name and association with the offeror, who will field questions during the oral technical evaluation. After opening remarks by the TEB, the offeror will respond to a series of questions and scenarios in 40 minutes per SIN. The evaluation will be stopped precisely after 40 minutes. The total evaluation session is expected to up to three (3) hours, depending on the number of SINs the offeror is proposing. The TEB Chairperson will be responsible for ensuring the schedule is met and that all offerors are given the same opportunity to present and answer questions.

(ii) ORAL TECHNICAL EVALUATION SCHEDULING: The TEB will contact the offeror's authorized negotiator or the signatory of the SF 1449 via email to schedule the oral technical evaluation. Evaluation time slots will be assigned on a first-come-first-served basis. The Government reserves the right to reschedule any offeror's oral technical evaluation at its sole discretion. The oral technical evaluation will be held at facilities designated by the TEB. The exact location, seating capacity, and any other relevant information will be provided when the evaluations are scheduled. The government may make accommodations for vendors to participate in the oral evaluations virtually, if they are unable to participate in-person.

(iii) PROHIBITION OF ELECTRONIC RECORDING OF THE ORAL TECHNICAL EVALUATION: The offeror may not record or transmit any of the oral evaluation process. All offeror's electronic devices shall be removed from the room during the evaluation. The offeror is permitted to have a timer in the room during the evaluation, provided by the TEB.

(iv) RESUBMISSION RESTRICTIONS FOR UNSUCCESSFUL VENDORS UNDER THIS EVALUATION FACTOR: Offeror, whom the TEB has found to have not met the "acceptable" criteria under this evaluation factor shall be given one (1) opportunity to provide clarifications to the TEB. The offeror will have 24 hours from the time of the

notice from the TEB to provide clarifications. Offerors, who have provided clarifications and still have not met the "acceptable" criteria, shall be rejected and shall be ineligible to re-submit proposals to participate in the SIN for which they were rejected for a period of six (6) months following the date of rejection.

(6) FACTOR 6: Product Qualification Requirements for SIN 132-44. See SCP-FSS-004.

1

CI-FSS-152-S ADDITIONAL EVALUATION FACTORS FOR SUCCESSFUL FSS PROGRAM CONTRACTORS UNDER SCHEDULE 70 (OCT 2015)

(a) The Government will consider award to an offeror who has been determined to be responsible, whose offer conforms to all solicitation requirements, who is determined technically acceptable, who has acceptable past performance, and whose prices are determined fair and reasonable.

(b) All technical evaluation factors will be reviewed, evaluated, and rated acceptable or unacceptable based on the criteria listed below. Award will be made on a SIN-by-SIN basis. A rating of "unacceptable" under any technical evaluation factor, by SIN, will result in an "unacceptable" rating overall for that SIN, and that SIN will be rejected. Offers determined unacceptable for all proposed SIN(s) will be rejected.

I. TECHNICAL EVALUATION FACTORS:

(1) Quality Control: See SCP-FSS-001-S

(2) Past Performance: See SCP-FSS-001-S

II. PRICE PROPOSAL FACTOR: See SCP-FSS-001-S and SCP-FSS-004.

D-FSS-471 MARKING AND DOCUMENTATION REQUIREMENTS PER SHIPMENT (APR 1984)

It shall be the responsibility of the Ordering Office to determine the full marking and documentation requirements necessary under the various methods of shipment authorized by the contract. Set forth below is the minimum information and documentation that will be required for shipment. In the event the Ordering Office fails to provide the essential information and documentation, the Contractor shall, within three days after receipt of order, contact the Ordering Office and advise them accordingly. The Contractor shall not proceed with any shipment requiring transshipment via U.S. Government facilities without the below stated prerequisites:

Direct Shipments. The Contractor shall mark all items ordered against this contract with indelible ink, paint or fluid, as follows:

(1) Traffic Management or Transportation Officer at FINAL destination.

(2) Ordering Supply Account Number.

(3) Account number.

(4) Delivery Order or Purchase Order Number.

(5) National Stock Number, if applicable; or Contractor's item number.

(6) Box _____ of _____ Boxes.

(7) Nomenclature (brief description of items).

D-FSS-477 TRANSSHIPMENTS (APR 1984)

The Contractor shall complete TWO DD Forms 1387, Military Shipment Labels and, if applicable, four copies of DD Form 1387-2, Special Handling/Data Certification—used when shipping chemicals, dangerous cargo, etc. Two copies of the DD Form 1387 will be attached to EACH shipping container delivered to the port Transportation Officer for subsequent transshipment by the Government as otherwise provided for under the terms of this contract. These forms will be attached to one end and one side (NOT on the top or bottom) of the container. The Contractor will complete the bottom line of these forms, which pertains to the number of pieces, weight and cube of each piece, using U.S. weight and cubic measures. Weights will be rounded off to the nearest pound. (One kg = 2.2 U.S. pounds; one cubic meter = 35.3156 cubic feet.) In addition, if the cargo consists of chemicals, or is dangerous, one copy of the DD Form 1387 2 will be attached to the container, and three copies will be furnished to the Transportation Officer with the Bill of Lading. DANGEROUS CARGO WILL NOT BE INTERMINGLED WITH NONDANGEROUS CARGO IN THE SAME CONTAINER. Copies of the above forms, and preparation instructions will be obtained from the Ordering Office issuing the Delivery Order. Reproduced copies of the forms are acceptable. FAILURE TO INCLUDE DD FORMS 1387 (AND DD FORM 1387-2, IF APPLICABLE) ON EACH SHIPPING CONTAINER WILL RESULT IN REJECTION OF SHIPMENT BY THE PORT TRANSPORTATION OFFICER.

F-FSS-230 DELIVERIES TO THE U.S. POSTAL SERVICE
(JAN 1994)

(a) <u>Applicability</u>. This clause applies to orders placed for the U.S. Postal Service (USPS) and accepted by the Contractor for the delivery of supplies to a USPS facility (consignee).

(b) <u>Mode/Method of Transportation</u>. Unless the Contracting Officer grants a waiver of this requirement, any shipment that meets the USPS requirements for mailability (i.e., 70 pounds or less, combined length and girth not more than 108 inches, etc.) delivery shall be accomplished via the use of the USPS. Other commercial services shall not be used, but this does not preclude the Contractor from making delivery by the use of the Contractor's own vehicles.

(c) <u>Time of Delivery</u>. Notwithstanding the required time for delivery to destination as may be specified elsewhere in this contract, if shipments under this clause are mailed not later than five (5) calendar days before the required delivery date, delivery shall be deemed to have been made timely.

F-FSS-736-A EXPORT TRAFFIC RELEASE (OCT 1988)

Supplies ordered by GSA for export will not be shipped by the Contractor until shipping instructions are received from GSA. To obtain shipping instructions, the Contractor shall forward completed copies of GSA Form 1611, Application for Shipping Instructions and Notice of Availability, to the GSA office designated on the purchase order at least 15 days prior to the anticipated shipping date. Copies of GSA Form 1611 will be furnished to the Contractor with the purchase order. Failure to comply with this requirement could result in nonacceptance of the material by authorities at the port of exportation. When supplies for export are ordered by other Government agencies the Contractor should obtain shipping instructions from the ordering agency.

G-FSS-900-C CONTACT FOR CONTRACT ADMINISTRATION
(JUL 2003)

Offerors should complete paragraphs (a) and (b) if providing both domestic and overseas delivery. Complete paragraph (a) if providing domestic delivery only. Complete paragraph (b) if providing overseas delivery only.

The Contractor shall designate a person to serve as the contract administrator for the contract both domestically and overseas. The contract administrator is responsible for overall compliance with contract terms and conditions. The contract administrator is also the responsible official for issues concerning 552.238-74, Industrial Funding Fee and Sales Reporting (JUL 2003), including reviews of contractor records. The Contractor's designation of representatives to handle certain functions under this contract does not relieve the contract administrator of responsibility for contract compliance. Any changes to the designated individual must be provided to the Contracting Officer in writing, with the proposed effective date of the change

  (a) Domestic:

      NAME _____

      TITLE _____

      ADDRESS _____

      ZIP CODE _____

      TELEPHONE NO. (_____) _____ FAX NO. _____

      E-MAIL ADDRESS _____

(b) Overseas: Overseas contact points are mandatory for local assistance with the resolution of any delivery, performance, or quality complaint from customer agencies. (Also, see the requirement in I-FSS-594, Parts and Service.) At a minimum, a contact point must be furnished for each area in which deliveries are contemplated, e.g., Europe, South America, Far East, etc.

      NAME _____

      TITLE _____

      ADDRESS _____

      ZIP CODE _____

      TELEPHONE NO. (_____) _____ FAX NO. _____

      E-MAIL ADDRESS _____

G-FSS-906 VENDOR MANAGED INVENTORY (VMI) PROGRAM (MAS) (JAN 1999)

(a) The term "Vendor Managed Inventory" describes a system in which the Contractor monitors and maintains specified inventory levels for selected items at designated stocking points. VMI enables the Contractor to plan production and shipping more efficiently. Stocking points benefit from reduced inventory but steady stock levels.

(b) Contractors that commercially provide a VMI-type system may enter into similar partnerships with customers under a Blanket Purchase Agreement.

G-FSS-907 ORDER ACKNOWLEDGEMENT (APR 1984)

Contractors shall acknowledge only those orders which state "Order Acknowledgement Required." These orders shall be acknowledged within 10 days after receipt. Such acknowledgement shall be sent to the activity placing the order and contain information pertinent to the order, including the anticipated delivery date.

I-FSS-106 GUARANTEED MINIMUM (JUL 2003)

The minimum that the Government agrees to order during the period of this contract is $2,500. If the Contractor receives total orders for less than $2,500 during the term of the contract, the Government will pay the difference between the amount ordered and $2,500.

(a) Payment of any amount due under this clause shall be contingent upon the Contractor's timely submission of GSA Form 72A reports (see GSAR 552.238-74 "Industrial Funding Fee and Sales Reporting") during the period of the contract and receipt of the close-out sales report pursuant to GSAR 552.238-74.

(b) The guaranteed minimum applies only if the contract expires or contract cancellation is initiated by the Government. The guaranteed minimum does not apply if the contract is terminated for cause or if the contract is canceled at the request of the Contractor.

I-FSS-108 CLAUSES FOR OVERSEAS COVERAGE (MAY 2000)

The following clauses apply to overseas coverage.

> 52.214-34 Submission of Offers in the English Language
> 52.214-35 Submission of Offers in U.S. Currency
> 52.247-34 FOB Destination
> 52.247-38 FOB Inland Carrier, Country of Exportation
> 52.247-39 FOB Inland Point, Country of Importation
> C-FSS-412 Characteristics of Electric Current
> D-FSS-471 Marking and Documentation Requirements Per Shipment
> D-FSS-477 Transshipments
> F-FSS-202-F Delivery Prices
> I-FSS-314 Foreign Taxes and Duties
> I-FSS-594 Parts and Service

I-FSS-109 ENGLISH LANGUAGE AND U.S. DOLLAR REQUIREMENTS (MAR 1998)

(a) All documents produced by the Contractor to fulfill requirements of this contract including, but not limited to, Federal Supply Schedule catalogs and pricelists, must reflect all terms and conditions in the English language.

(b) U.S. dollar equivalency, if applicable, will be based on the rates published in the "Treasury Reporting Rates of Exchange" in effect as of the date of the agency's purchase order or in effect during the time period specified elsewhere in this contract.

I-FSS-140-B URGENT REQUIREMENTS (JAN 1994)

When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

I-FSS-163 OPTION TO EXTEND THE TERM OF THE CONTRACT (EVERGREEN) (APR 2000)

(a) The Government may require continued performance of this contract for an additional 5 year period when it is determined that exercising the option is advantageous to the Government considering price and other factors.. The option clause may not be exercised more than three times. When the option to extend the term of this contract is exercised the following conditions are applicable:

(1) It is determined that exercising the option is advantageous to the Government considering price and the other factors covered in (2 through 4 below).

(2) The Contractor's electronic catalog/pricelist has been received, approved, posted, and kept current on GSA *Advantage!*® in accordance with clause I-FSS-600, Contract Price Lists.

(3) Performance has been acceptable under the contract.

(4) Subcontracting goals have been reviewed and approved.

(b) The Contracting Officer may exercise the option by providing a written notice to the Contractor within 30 days, unless otherwise noted, prior to the expiration of the contract or option.

(c) When the Government exercises its option to extend the term of this contract, prices in effect at the time the option is exercised will remain in effect during the option period, unless an adjustment is made in accordance with another contract clause (e.g., Economic Price Adjustment Clause or Price Reduction Clause).

I-FSS-314 FOREIGN TAXES AND DUTIES (DEC 1990)

Prices offered must be net, delivered, f.o.b. to the destinations accepted by the Government.

(a) The offeror warrants that such prices do not include any tax, duty, customs fees, or other foreign Governmental costs, assessments, or similar charges from which the U.S. Government is exempt. The offeror further warrants that any applicable taxes duties, customs fees, other Government costs, assessments or similar charges from which the U.S. Government is not exempt are included in the prices quoted and that such prices are not subject to increases for any such charges applicable at the time of acceptance of this offer by the Government.

(b) Standard commercial export packaging, including containerization, if necessary, packaging, preservation, marking are included in the pricing offered and accepted by the Government.

I-FSS-40 CONTRACTOR TEAM ARRANGEMENTS (JUL 2003)

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with contract clause 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

I-FSS-50 PERFORMANCE REPORTING REQUIREMENTS (FEB 1995)

(a) This clause applies to all contracts estimated to exceed $100,000.

(b) Unless notified otherwise in writing by the Contracting Officer, the Contractor may assume contract performance is satisfactory.

(c) If negative performance information is submitted by customer agencies, the Contracting Officer will notify the Contractor in writing and provide copies of any complaints received. The Contractor will have 30 calendar days from receipt of this notification to submit a rebuttal and/or a report of corrective actions taken.

I-FSS-594 PARTS AND SERVICE (OCT 1988)

(1) For equipment under items listed in the schedule of items or services on which offers are submitted, the offeror certifies by submission of this offer that parts and services (including the performing of warranty or guarantee service) are now available from dealers or distributors serving the areas of ultimate overseas destination or that such facilities will be established and will be maintained throughout the contract period. If a new servicing facility is to be established, the facility shall be established no later than the beginning of the contract period.

(2) Each Contractor shall be fully responsible for the services to be performed by the named servicing facilities, or by such facilities to be established, and fully guarantees performance of such services if the original service proves unsatisfactory.

(3) Offerors are requested to include in the pricelist, the names and addresses of all supply and service points maintained in the geographic area in which the Contractor will perform. Please indicate opposite each point whether or not a complete stock of repair parts for items offered is carried at that point, and whether or not mechanical service is available.

GEOGRAPHIC AREA	ADDRESS OF SUPPLY AND SERVICE POINT

It is desired to have available means for maintaining Government-owned items in satisfactory operating condition and to receive service at least as good as that extended to commercial customers.

I-FSS-597 GSA *ADVANTAGE!* ® (OCT 2014)

(a) The Contractor must participate in the GSA *Advantage!* ® online shopping service. Information and instructions regarding contractor participation are contained in clause I-FSS-599, Electronic Commerce.

(b) The Contractor also should refer to contract clauses 552.238-71, Submission and Distribution of Authorized GSA Schedule Pricelists (which provides for submission of pricelists on a common-use electronic medium), I-FSS-600, Contract Pricelists (which provides information on electronic contract data), and 552.238-81, Modifications (Federal Supply Schedule), (which addresses electronic file updates).

Note: Regulation   I-FSS-597
Universal Product Codes (UPCs)

The current requirement is for vendors to submit at least one UPC per qualifying SIN. A
listing of which SINs require mandatory UPC submission by going to the Vendor Support

Center at vsc.gsa.gov and following this path: Getting on Advantage >> Lookup Tables (under Documentation) >> Schedules SIN|MOL|Photo|UPC.

The direct link is: https://vsc.gsa.gov/lookup/sin_mol.cfm. The UPC will be a critical component of the upcoming Formatted Price List (FPL) portion of the EAS project. It will allow for easy product comparisons and validation.

UPCs are the most reliable way to group the same products together to facilitate comparisons of best value. In addition, it will improve the quality of product data and the general system experience for all users. Any calls to the CO/CS, from vendors about UPC issues, should be referred to the Vendor Support Center at (877) 495-4849. The VSC will provide the vendor guidance on issues for submitting UPCs, what to do if you do not have a UPC, exclusions, troubleshooting etc.

I-FSS-599 ELECTRONIC COMMERCE—FACNET (SEP 2006)

(a) General Background.

The Federal Acquisition Streamlining Act (FASA) of 1994 establishes the Federal Acquisition Computer Network (FACNET) requiring the Government to evolve its acquisition process from one driven by paperwork into an expedited process based on electronic commerce/electronic data interchange (EC/EDI). EC/EDI means more than merely automating manual processes and eliminating paper transactions. It can and will help to move business processes (e.g., procurement, finance, logistics, etc.) into a fully electronic environment and fundamentally change the way organizations operate.

(b) Trading Partners and Value-Added Networks (VAN's).

Within the FACNET architecture, electronic documents (e.g., orders, invoices, etc.) are carried between the Federal Government's procuring office and contractors (now known as "trading partners"). These transactions are carried by commercial telecommunications companies called Value-Added Networks (VAN's).

EDI can be done using commercially available hardware, software, and telecommunications. The selection of a VAN is a business decision contractors must make. There are many different VAN's which provide a variety of electronic services and different pricing strategies. If your VAN only provides communications services, you may also need a software translation package.

(c) Registration Instructions.

DOD will require Contractors to register as trading partners to do business with the Government. This policy can be reviewed via the INTERNET at http://www.defenselink.mil/releases/1999/b03011999_bt079-99.html.

To do EDI with the Government, Contractors must register as a trading partner. Contractors will provide regular business information, banking information, and EDI capabilities to all agencies in this single registration. A central repository of all trading partners, called the Central Contractor Registration (CCR) http://www.ccr.gov/, has been developed. All Government procuring offices and other interested parties will have access to this central repository. The database is structured to identify the types of data elements which are public information and those which are confidential and not releasable.

To register, contractors must provide their Dun and Bradstreet (DUNS) number. The DUNS number is available by calling 1(800)333-0505. It is provided and maintained free of charge and only takes a few

minutes to obtain. Contractors will need to provide their Tax Identification Number (TIN). The TIN is assigned by the Internal Revenue Service by calling 1(800)829-1040. Contractors will also be required to provide information about company bank or financial institution for electronic funds transfer (EFT).

Contractors may register through on-line at http://www.ccr.gov/ or through their Value Added Network (VAN) using an American National Standards Institute (ANSI) ASC X12 838 transaction set, called a "Trading Partner Profile." A transaction set is a standard format for moving electronic data. VAN's will be able to assist contractors with registration.

(d) Implementation Conventions.

All EDI transactions must comply with the Federal Implementation Conventions (IC's). Many VAN's and software providers have already built the IC requirements into their products. If you need to see the IC's, they are available on a registry maintained by the National Institute of Standards and Technology (NIST). It is accessible via the INTERNET at http://www.itl.nist.gov/lab/csl-pubs.htm. IC's are available for common business documents such as Purchase Order, Price Sales Catalog, Invoice, Request for Quotes, etc.

(e) Additional Information.

GSA has additional information available for vendors who are interested in starting to use EC/EDI. Contact the Contracting Officer for a copy of the latest handbook. Several resources are available to vendors to assist in implementing EC/EDI; specific addresses are available in the handbook or from the Contracting Officer:

> (1) Electronic Commerce Resource Centers (ECRC's) are a network of U.S. Government-sponsored centers that provide EC/EDI training and support to the contractor community. They are found in over a dozen locations around the country.

> (2) Procurement Technical Assistance Centers (PTAC's) and Small Business Development Centers (SBDC's) provide management assistance to small business owners. Each state has several locations.

> (3) Most major US cities have an EDI user group of companies who meet periodically to share information on EDI-related subjects.

(f) GSA *Advantage!* ®

> (1) GSA *Advantage!* ® will use this FACNET system to receive catalogs, invoices and text messages; and to send purchase orders, application advice, and functional acknowledgments. GSA *Advantage!* ® enables customers to:

>> (i) Perform database searches across all contracts by manufacturer; manufacturer's model/part number; vendor; and generic product categories.

>> (ii) Generate their own EDI delivery orders to contractors, generate EDI delivery orders from the Federal Supply Service to contractors, or download files to create their own delivery orders.

>> (iii) Use the Federal IMPAC VISA.

> (2) GSA *Advantage!*® may be accessed via the GSA Home Page. The INTERNET address is: http://www.gsa.gov, or http://www.fss.gsa.gov.

I-FSS-60 PERFORMANCE INCENTIVES (APR 2000)

(a) Performance incentives may be agreed upon between the contractor and the ordering office on

individual orders or Blanket Purchase Agreements under this contract in accordance with this clause.

(b) The ordering office must establish a maximum performance incentive price for these services and/or total solutions, on individual orders or Blanket Purchase Agreements.

(c) Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering offices shall consider establishing incentives where performance is critical to the agency's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

(Note: This is an FSS reproduction using word processing software) **STANDARD FORM 1449** (10-95) **(BACK)**

I-FSS-600 CONTRACT PRICE LISTS (OCT 2016)

(a) Electronic Contract Data.

(1) At the time of award, the Contractor will be provided instructions for submitting electronic contract data in a prescribed electronic format as required by clause 552.238-71, *Submission and Distribution of Authorized FSS Schedule Price Lists*.

(2) The Contractor will have a choice to transmit its file submissions electronically through Electronic Data Interchange (EDI) in accordance with the Federal Implementation Convention (IC) or use the application made available at the time of award. The Contractor's electronic files must be complete; correct; readable; virus-free; and contain only those supplies and services, prices, and terms and conditions that were accepted by the Government. They will be added to GSA's electronic ordering system known as GSA *Advantage!*®, a menu-driven database system that provides on-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic order. The Contractor's electronic files must be received no later than 30 days after award. Contractors should refer to clause I-FSS-597, GSA *Advantage!*® for further information.

(3) Further details on EDI, ICs, and GSA *Advantage!*® can be found in clause I-FSS-599, *Electronic Commerce*.

(4) The Contractor is encouraged to place the GSA identifier (logo) on their web site for those supplies or services covered by this contract. The logo can link to the contractor's Federal Supply Schedule price list. The identifier URL is located at http://www.gsa.gov/logos. All resultant "web price lists" shown on the contractor's web site must be in accordance with section (b)(3)(ii) of this clause and nothing other than what was accepted /awarded by the Government) may be included. If the contractor elects to use contract identifiers on its website (either logos or contact number) the website must clearly distinguish between those items awarded on the contract and any other items offered by the contractor on an open market basis.

(5) The contractor is responsible for keeping all electronic catalogs data up to date; e.g., prices, product deletions and replacements, etc.

(b) Federal Supply Schedule Price Lists.

(1) The Contractor must also prepare and distribute a Federal Supply Schedule Price List as required by clause 552.238-71, Submission and Distribution of Authorized FSS Schedule Price Lists. This must be done as set forth in this paragraph (b).

(2) The Contractor must prepare a Federal Supply Schedule Price List by either:

(i) Using the commercial catalog, price list, schedule, or other document as accepted by the Government, showing accepted discounts, and obliterating all items, terms, and conditions not accepted by the Government by lining out those items or by a stamp across the face of

the item stating "NOT UNDER CONTRACT" or "EXCLUDED"; or

(ii) Composing a price list in which only those items, terms, and conditions accepted by the Government are included, and which contain only net prices, based upon the commercial price list less discounts accepted by the Government. In this instance, the Contractor must show on the cover page the notation "Prices Shown Herein are Net (discount deducted)".

(3) The cover page of the Federal Supply Schedule Price List must include the following information prepared in the format set forth in this subparagraph (b)(3):

(i) GENERAL SERVICES ADMINISTRATION

Federal Supply Service
Authorized Federal Supply Schedule Price List
On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA *Advantage!*®, a menu-driven database system. The INTERNET address GSA *Advantage!*® is: GSAAdvantage.gov.

Schedule Title
FSC Group, Part, and Section or Standard Industrial Group (as applicable)
FSC Class(es)/Product code(s) and/or Service Codes (as applicable)
Contract number
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.
Contract period.
Contractor's name, address, and phone number (include toll-free WATS number and FAX number, if applicable)
Contractor's internet address/web site where schedule information can be found (as applicable). Contract administration source (if different from preceding entry).
Business size.

(ii) CUSTOMER INFORMATION: The following information should be placed under this heading in consecutively numbered paragraphs in the sequence set forth below. If this information is placed in another part of the Federal Supply Schedule Price List, a table of contents must be shown on the cover page that refers to the exact location of the information.

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.

2. Maximum order.

3. Minimum order.

4. Geographic coverage (delivery area).

5. Point(s) of production (city, county, and State or foreign country).

6. Discount from list prices or statement of net price.

7. Quantity discounts.

8. Prompt payment terms. Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold.

10. Foreign items (list items by country of origin).

11a. Time of delivery. (Contractor insert number of days.)

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery.

12. F.O.B. point(s).

13a. Ordering address(es).

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es).

15. Warranty provision.

16. Export packing charges, if applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level).

18. Terms and conditions of rental, maintenance, and repair (if applicable).

19. Terms and conditions of installation (if applicable).

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).

20a. Terms and conditions for any other services (if applicable).

21. List of service and distribution points (if applicable).

22. List of participating dealers (if applicable).

23. Preventive maintenance (if applicable).

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.

25. Data Universal Number System (DUNS) number.

26. Notification regarding registration in System for Award Management (SAM) database.

(4) Amendments to Federal Supply Schedule Price Lists must include on the cover page the same information as the basic document plus the title "Supplement No. (sequentially numbered)" and the effective date(s) of such supplements.

(5) Accuracy of information and computation of prices is the responsibility of the Contractor. NOTE: The obliteration discussed in subdivision (b)(2)(i) of this clause must be accomplished prior to the printing and distribution of the Federal Supply Schedule Price Lists.

(6) Inclusion of incorrect information will cause the Contractor to resubmit/correct and redistribute the Federal Supply Schedule Price List, and may constitute sufficient cause for Cancellation, applying the provisions of 52.212-4 , *Contract Terms and Conditions* (paragraph (m), Termination for Cause), and application of any other remedies as provided by law—including monetary recovery.

(7) In addition, one copy of the Federal Supply Schedule Price List must be submitted to the National Customer Service Center at: Email: schedules.infocenter@gsa.gov Telephone: 1 (800) 488-3111

Note: Regulation   I-FSS-600
In lieu of paragraph (b)(7) of I-FSS-600, one copy of the Federal Supply Schedule Price List must be submitted electronically to:

NCSCCustomer.Service@gsa.gov

In the event that vendor elect to submit an electronic copy, then send Federal Supply Schedule Price List to the following correct physical address:

U.S. General Services Administration
The Heartland Region, Region 6
2300 Main St.
Kansas City, MO 64108

I-FSS-639 CONTRACT SALES CRITERIA (MAR 2002)

(a) A contract will not be awarded unless anticipated sales are expected to exceed $25,000 within the first 24 months following contract award, and are expected to exceed $25,000 in sales each 12-month period thereafter.

(b) The Government may cancel the contract in accordance with clause 552.238-73, Cancellation, unless reported sales are at the levels specified in paragraph (a) above.

I-FSS-644 DEALERS AND SUPPLIERS (OCT 1988)

When requested by the Contracting Officer, if other than the manufacturer, the offeror must submit prior to award of a contract, either (1) a letter of commitment from the manufacturer which will assure the offeror of a source of supply sufficient to satisfy the Government's requirements for the contract period, OR (2) evidence that the offeror will have an uninterrupted source of supply from which to satisfy the Government's requirements for the contract period.

I-FSS-646 BLANKET PURCHASE AGREEMENTS (MAY 2000)

Blanket Purchase Agreements (BPA's) can reduce costs and save time because individual orders and invoices are not required for each procurement but can instead be documented on a consolidated basis. The Contractor agrees to enter into BPA's with ordering activities provided that:

(a) The period of time covered by such agreements shall not exceed the period of the contract including option year period(s);

(b) Orders placed under such agreements shall be issued in accordance with all applicable regulations and the terms and conditions of the contract; and

(c) BPAs may be established to obtain the maximum discount (lowest net price) available in those schedule contracts containing volume or quantity discount arrangements.

I-FSS-680 DISSEMINATION OF INFORMATION BY CONTRACTOR (APR 1984)

The Government will provide the Contractor with a single copy of the resulting Federal Supply Schedule. However, it is the responsibility of the Contractor to furnish all sales outlets authorized to participate in the performance of the contract with the terms, conditions, pricing schedule, and other appropriate information.

I-FSS-969 ECONOMIC PRICE ADJUSTMENT—FSS MULTIPLE AWARD SCHEDULE (OCT 2014)

Price adjustments include price increases and price decreases. Adjustments will be considered as follows:

(a) Contractors shall submit price decreases anytime during the contract period in which they occur. Price decreases will be handled in accordance with the provisions of the Price Reduction Clause.

(b) There are two types of economic price adjustments (EPAs) possible under the Multiple Award Schedules (MAS) program for contracts not based on commercial catalogs or price lists as described below. Price adjustments may be effective on or after the first 12 months of the contract period on the following basis:

　　(1) Adjustments based on escalation rates negotiated prior to contract award. Normally, when escalation rates are negotiated, they result in a fixed price for the term of the contract. No separate

contract modification will be provided when increases are based on negotiated escalation rates. Price increases will be effective on the 12-month anniversary date of the contract effective date, subject to paragraph (f), below.

(2) Adjustments based on an agreed-upon market indicator prior to award. The market indicator, as used in this clause, means the originally released public index, public survey or other public, based market indicator. The market indicator shall be the originally released index, survey or market indicator, not seasonally adjusted, published by the [to be negotiated], and made available at [to be identified]. Any price adjustment shall be based on the percentage change in the designated (i.e. indicator identification and date) market indicator from the initial award to the latest available as of the anniversary date of the contract effective date, subject to paragraph (e), below. If the market indicator is discontinued or deemed no longer available or reliable by the Government, the Government and the Contractor will mutually agree to a substitute. The contract modification reflecting the price adjustment will be effective upon approval by the Contracting Officer, subject to paragraph (g), below. The adjusted prices shall apply to orders issued to the Contractor on or after the effective date of the contract modification.

(c) Nothwithstanding the two economic price adjustments discussed above, the Government recognizes the potential impact of unforeseeable major changes in market conditions. For those cases where such changes do occur, the contracting officer will review requests to make adjustments, subject to the Government's examination of industry-wide market conditions and the conditions in paragraph (d) and (e), below. If adjustments are accepted, the contract will be modified accordingly. The determination of whether or not extra-ordinary circumstances exist rests with the contracting officer. The determination of an appropriate mechanism of adjustment will be subject to negotiations.

(d) Conditions of Price change requests under paragraphs b(2) and c above.:

(1) No more than three increases will be considered during each succeeding 12-month period of the contract. (For succeeding contract periods of less than 12 months, up to three increases will be considered subject to the other conditions of subparagraph (b)).

(2) Increases are requested before the last 60 days of the contract period, including options.

(3) At least 30 days elapse between requested increases.

(4) In any contract period during which price increases will be considered, the aggregate of the increases during any 12-month period shall not exceed 10 percent (10%) of the contract unit price in effect at the end of the preceding 12-month period. The Government reserves the right to raise the ceiling when market conditions during the contract period support such a change.

(e) The following material shall be submitted with request for a price increase under paragraphs b(2) and c above:

(1) A copy of the index, survey or pricing indicator showing the price increase and the effective date.

(2) Commercial Sales Practice format, per contract clause 52.215-21 Alternate IV, demonstrating the relationship of the Contractor's commercial pricing practice to the adjusted pricing proposed or a certification that no change has occurred in the data since completion of the initial negotiation or a subsequent submission.

(3) Any other documentation requested by the Contracting Officer to support the reasonableness of the price increase.

(f) The Government reserves the right to exercise one of the following options:

(1) Accept the Contractor's price increases as requested when all conditions of (b), (c), (d), and (e) of this clause are satisfied;

(2) Negotiate more favorable prices when the total increase requested is not supported; or,

(3) Decline the price increase when the request is not supported. The Contractor may remove the item(s) from contract involved pursuant to the Cancellation Clause of this contract.

(g) Effective Date of Increases: No price increase shall be effective until the Government receives the electronic file updates pursuant to GSAR 552.238-81, Modifications (Federal Supply Schedule).

(h) All MAS contracts remain subject to contract clauses GSAR 552.238-75, "Price Reductions"; and 552.215-72, "Price Adjustment -- Failure to Provide Accurate Information." In the event the application of an economic price adjustment results in a price less favorable to the Government than the price relationship established during negotiation between the MAS price and the price to the designated customer, the Government will maintain the price relationship to the designated customer.

Note: Regulation   I-FSS-969
This clause does NOT apply to vendors participating in the TDR Pilot.

If choose to participate in the TDR pilot, then clause I-FSS-969 ECONOMIC PRICE ADJUSTMENT-FSS MULTIPLE AWARD SCHEDULE (OCT 2014) (ALTERNATE II - JUL 2016) applies.

NOTE: THIS REGULATION FOR ECONOMIC PRICE ADJUSTMENT (EPA) IS FOR PRODUCTS AND /OR SERVICES THAT WERE AWARDED, BUT NOT BASED ON A COMMERCIAL CATALOG PRICE.

(Note: This is an FSS reproduction using word processing software) **STANDARD FORM 1449** (10-95) **(BACK)**

I-FSS-969 ECONOMIC PRICE ADJUSTMENT – FSS MULTIPLE AWARD SCHEDULE (OCT 2014) (ALTERNATE II – JUL 2016)

Price adjustments include price increases and price decreases. Adjustments will be considered as follows:

(a) Contractors shall submit price decreases anytime during the contract period in which they occur. Price decreases will be handled in accordance with the provisions of the Price Reductions clause.

(b) There are two types of economic price adjustments (EPAs) possible under the Multiple Award Schedules (MAS) program for contracts not based on commercial catalogs or price lists as described below. Price adjustments may be effective on or after the first 12 months of the contract period on the following basis:

(1) **Adjustments based on escalation rates negotiated prior to contract award.** Normally, when escalation rates are negotiated, they result in a fixed price for the term of the contract. No separate contract modification will be provided when increases are based on negotiated escalation rates. Price increases will be effective on the 12-month anniversary date of the contract effective date, subject to paragraph (f), below.

(2) **Adjustments based on an agreed-upon market indicator prior to award.** The market indicator, as used in this clause, means the originally released public index, public survey or other public-based market indicator. The market indicator shall be the originally released index, survey or market indicator, not seasonally adjusted, published by the [to be negotiated], and made available at [to be identified]. Any price adjustment shall be based on the percentage change in the designated (i.e. indicator identification and date) market indicator from the initial award to the

latest available as of the anniversary date of the contract effective date, subject to paragraph (e), below. If the market indicator is discontinued or deemed no longer available or reliable by the Government, the Government and the Contractor will mutually agree to a substitute. The contract modification reflecting the price adjustment will be effective upon approval by the Contracting Officer, subject to paragraph (g), below.

(c) Notwithstanding the two economic price adjustments discussed above, the Government recognizes the potential impact of unforeseeable major changes in market conditions. For those cases where such changes do occur, the contracting officer will review requests to make adjustments, subject to the Government's examination of industry-wide market conditions and the conditions in paragraph (d) and (e), below. If adjustments are accepted, the contract will be modified accordingly. The determination of whether or not extra-ordinary circumstances exist rests with the contracting officer. The determination of an appropriate mechanism of adjustment will be subject to negotiations.

(d) Conditions of Price change requests under paragraphs b(2) and c above:

(1) No more than three increases will be considered during each succeeding 12-month period of the contract. (For succeeding contract periods of less than 12 months, up to three increases will be considered subject to the other conditions of subparagraph (b)).

(2) Increases are requested before the last 60 days of the contract period, including options.

(3) At least 30 days elapse between requested increases.

(4) In any contract period during which price increases will be considered, the aggregate of the increases during any 12-month period shall not exceed 10 percent (10%) of the contract unit price in effect at the end of the preceding 12-month period. The Government reserves the right to raise the ceiling when market conditions during the contract period support such a change.

(e) The following material shall be submitted with request for a price increase under paragraphs b(2) and c above:

(1) A copy of the index, survey or pricing indicator showing the price increase and the effective date.

(2) Any other documentation requested by the Contracting Officer to support the reasonableness of the price increase.

(f) The Government reserves the right to exercise one of the following options:

(1) Accept the Contractor's price increases as requested when all conditions of (b), (c), (d), and (e) of this clause are satisfied;

(2) Negotiate more favorable prices when the total increase requested is not supported; or,

(3) Decline the price increase when the request is not supported. The Contractor may remove the item(s) from contract involved pursuant to the Cancellation Clause of this contract.

(g) Effective Date of Increases: The increased contract prices shall apply to orders issued to the Contractor on or after the effective date of the contract modification.

Note: Regulation I-FSS-969
This clause APPLIES to offerors that choose to participate in the TDR pilot.

If choose to NOT participate in the TDR pilot, then clause I-FSS-969 ECONOMIC PRICE

ADJUSTMENT- FSS MULTIPLE AWARD SCHEDULE (OCT 2014) applies.

NOTE: THIS REGULATION FOR ECONOMIC PRICE ADJUSTMENT (EPA) IS FOR PRODUCTS AND /OR SERVICES THAT WERE AWARDED, BUT NOT BASED ON A COMMERCIAL CATALOG PRICE.

EXHIBIT B

SYSTEM PURCHASE AGREEMENT

TRITECH SOFTWARE SYSTEMS

FOR

HILLSBOROUGH COUNTY AVIATION AUTHORITY

TAMPA INTERNATIONAL AIRPORT

SYSTEM PURCHASE AGREEMENT

TABLE OF CONTENTS

SYSTEM PURCHASE AGREEMENT

1.0   INTRODUCTION

1.1   This Agreement, is made by and between TriTech Software Systems, a CentralSquare Technologies company, referred to as "TriTech", with offices at 1000 Business Center Drive, Lake Mary, FL 32746 and the Hillsborough County Aviation Authority, an independent special district under the laws of the State of Florida whose post office address is Post Office Box 22287, Tampa, Florida 33622 (hereinafter referred to as Client) (collectively hereinafter referred to as the "Parties" or "Party"), with reference to the following facts:

1.2   Client and VisionAIR, Inc. entered into an Agreement for Software License an installation for Police Department at Tampa International Airport dated April 12, 2000, under which the client licensed certain computer aided dispatch and mobile data software applications from Vision.

1.3   TriTech acquired VisionAIR on or about September 19, 2011, which was subsequently merge into and with TriTech in December 2012. TriTech is the surviving entity.

1.4   TriTech has offered to upgrade Client to TriTech's Inform CAD, and Inform Mobile applications, and Client desires to proceed with the upgrade as further defined in this Agreement.

1.5   Understanding the above, this Agreement is for the migration and purchase of an integrated Computer System (the "System") by the Client from TriTech as more fully described in this Agreement. The System described herein is TriTech's standard, commercial off the shelf software system, and is licensed to the Client with no additional modifications, unless otherwise specified in this Agreement or its attachments, unless agreed to by the Parties in writing.

1.6   In consideration of the terms, promises, mutual covenants and conditions contained in this Agreement, Client and TriTech agree as follows:

2.0   DEFINITIONS

2.1   "Archive Server" or "Reporting Server" means a Server or other storage unit on which Client's data resides for archival purposes.

2.2   "Contract Price" means the total of the purchase price of the items as specified in the Cost Proposal (Exhibit G of the Contract), including, as applicable, equipment, software licenses, services, fees, expenses and other items acquired under this Agreement, and if included as a line item in the Cost Proposal, any applicable sales, use, value added, or other such governmental charges.

2.3   "Deliverable" means an item of equipment, software, services or other items licensed or acquired by Client under this Agreement as listed in the Cost Proposal hereto.

2.4   "Deliver" or "Delivery" with respect to the System means physical delivery of substantially all components of each Subsystem to the Designated Location. Delivery shall be deemed to have occurred despite the absence of incidental components provided that Installation of the Subsystem, training and system configuration can begin with the items then delivered. A separate Delivery shall occur with respect to each such Subsystem.

2.5   "Designated Location(s)" means the physical site(s) at which a Subsystem is installed as specified in Addendum A-2.

2.6   "Disaster Recovery Computer System" means a server operating in a standby mode used to maintain a duplicate copy of the program and data contained in the Production System.

2.7   "Documentation" means the then-current standard user manuals or other related instructional and/or reference materials, provided by TriTech or other Software Vendors from time to time, including on-line help information, online documentation updates, and Release Notes issued in connection with Updates.

2.8   "Equipment" means the computer system equipment specified in the Cost Proposal (Exhibit G of the Contract). TriTech may substitute equipment for that specified in Addendum A-4 provided that such equipment will substantially meet the requirements of the Specifications and this Agreement. Equipment listed in the Cost Proposal does not include hardware supplied by Subcontractors.

2.9   "Go Live" means the event that occurs when the Client first uses a Subsystem for Live Operations. A separate Go Live may take place with respect to each Subsystem, each Interface, and each Modification.

2.10   "Help Desk" means the TriTech telephonic support services provided as described in the applicable Software Support Agreement.

2.11   "Installation" with respect to Subsystems means the process of running the Subsystem under a procedure to demonstrate basic interoperability of the applicable Subsystem components at the Designated Location for that Subsystem. "Installation" with respect to the Modifications means the process of running each Modification under a procedure to demonstrate basic interoperability with the applicable Subsystem at its Designated Location(s). "Installation" with respect to the Interfaces means the process of running each Interface under a procedure to demonstrate basic interoperability of the Interface with the applicable Subsystem and the hardware and/or Software with which it is interfaced at its Designated Location(s).

2.12   "Interface," collectively or individually, means the interface software described in Addendum A-2.

2.13   "Live Operations" means use of a Subsystem in a live operational environment, whether or not any Interfaces or applicable Modifications are included in such use.

2.14   "Modifications" means changes or additions to Software from the standard version thereof prepared hereunder. The Modifications, if applicable, are described in the appropriate Statement of Work. The TriTech Software is not custom software, and as such, at TriTech's discretion Modifications or enhancements to the standard version will be made available in a subsequent version release available to all TriTech clients; or as applicable, made available as a separate module or function, separately licensed and priced.

2.15   "Object Code" means any instruction or set of instructions of a computer program in machine-readable form.

2.16   "Production System" means the primary computer system for live operations of the TriTech Software.

2.17   "Project Schedule" means the schedule set forth in or developed pursuant to the Statement of Work, subject to any permitted changes or modifications.

2.18   "Server" means any and all computers in a local area network that run administrative software which controls access to all or part of the network and its resources and make such resources available to computers acting as workstations on the network, including the Production System and any Disaster Recovery System.

2.19   "Software" means collectively or individually the computer programs licensed under this Agreement, including, without limitation, the programs for each Subsystem.

2.20   "Software Error" means an error in coding or logic that causes a program not to substantially function as described in the applicable Specifications. In the event TriTech (or another Software Vendor) is unable to reproduce the Software Error at its facilities, TriTech may, if requested by Client, visit Client's premises at Client's expense. If it is determined that the problem was caused by Equipment, Software, services, network or other items not supplied or not authorized by TriTech, Client shall reimburse TriTech for its labor costs for such on site visit, at TriTech's then-current rates for consulting.

2.21   "Software Support" means services provided by TriTech (and/or other Software Vendors) for the Software, either under warranty or under the Software Support Agreement or other agreement with the Vendor, as more fully described in the applicable agreement(s).

2.22   "Software Support Agreement" means collectively or individually agreements of that name (or a similar name) for the rendering of Software Support services entered into between the Parties coincident with this Agreement, including any permitted renewals of such agreements.

2.23   "Source Code" means the high-level computer instructions for Software used to generate Object Code.

2.24   "Specifications" means (i) the functional requirements with respect to each Subsystem; (ii) the Interface Requirements Document ("IRD", Interface Functional Configuration Document ("IFCD") and applicable acceptance test document for each Interface, or Operational Scenario Document(s) ("OSD") for each Custom Interface, or if applicable,

Modification; and (iii) the specifications for the Equipment as provided or adopted by TriTech. The IRD, IFCD and OSD will be in the form provided by TriTech.

2.25   "Statement of Work" means Exhibit E of the Contract, the document that defines the implementation process for the Project, including specific tasks that are the responsibility of TriTech and the Client.

2.26   "Subcontractor" means any entity identified in the Statement of Work as subcontractors to TriTech, if applicable.

2.27   "Subcontractor Hardware" means the hardware supplied by a Subcontractor as part of its Subsystem, and identified in Addendum A-6, if applicable.

2.28   "Subcontractor Software" means software supplied by a Subcontractor as part of its Subsystem and listed in the Cost Proposal, if applicable.

2.29   "Subsystem" means each of the applications described in the Statement of Work, including its Equipment, other hardware and software. In most cases, the Subsystem software will share Equipment. (For the avoidance of doubt, the applicable Inform core applications, e.g. Inform CAD, Inform Mobile, Inform RMS, are Subsystems under this Agreement.)

2.30   "Subsystem Software" means individually or collectively the Software provided under this Agreement for each of the Subsystems.

2.31   "System" means collectively all Subsystems that make up the integrated Computer System referred to in Section 1.2 of this Agreement and more fully described in the Statement of Work.

2.32   "System Software" means the Software identified in the Cost Proposal which includes, without limitation, operating system software, DBMS Software, and communications software.

2.33   "Task Completion Report" or "TCR" means the document presented by TriTech's Project Manager to the Client upon completion of a Deliverable.

2.34   "Telephone Support" means the service provided by TriTech for access to the TriTech Customer Service Department by telephone as further defined in a Software Support Agreement.

2.35   "TriTech Business Hours" means TriTech's corporate business hours of 8:30 a.m. to 5:30 p.m. (Pacific Time), Monday through Friday, excluding TriTech holidays.

2.36   "TriTech Software" means the Object Code version of the software specified in Addendum A-2 of this Agreement, and any Modifications provided hereunder.

2.37   "Update" means revisions or additions to Software provided by the Vendor thereof. The term "Update" does not include separate modules or functions that are separately

licensed and priced, or new products that are developed and marketed as separate products by the Vendor.

2.38   "Use" means copying of any portion of Software from a storage unit or media into a computer or Server and execution of the software thereon. This term shall be construed to refer to a grant of reproduction rights under 17 U.S.C. 106(1), and shall not be construed to grant other rights held by the copyright owner, including without limitation the right to prepare derivative works.

2.39   "User" means the operator of a Subsystem Workstation that is configured to access and/or utilize the capabilities and features of the Subsystem Software.

2.40   "Vendor" means any supplier of hardware, Software or services under this Agreement, including TriTech, Subcontractors, System Software suppliers and Equipment suppliers. With respect to Software, this term will also mean the owner of the intellectual property rights, including copyright, to the software.

2.41   "Workstation" means any computer input station that utilizes the functionality of a Subsystem, whether applicable software resides locally or on a Server.

3.0   PRICES AND PAYMENT

3.1   Unless otherwise stated herein, all dollar amounts contained in this Agreement are in U.S. dollars. The Contract Price for the purchased and/or licensed items hereunder is specified in the Cost Proposal. Client shall pay the Contract Price without deduction or offset on the terms specified in the Cost Proposal, pursuant to invoices issued by TriTech which shall be due upon receipt unless otherwise stated in the invoice.

3.1.1   For each payment milestone identified in the Cost Proposal, TriTech's Project Manager will provide the Client with a TCR. TriTech may invoice the payment milestone upon Client's signature of the TCR or expiration of the period for signature as provided in the Statement of Work or a TCR.

3.1.2   The Contract Price for the Deliverables and Services defined in the Cost Proposal is based on a firm fixed price, subject to the following adjustments. In the event that Client in its sole discretion chooses to delay implementation of any Deliverable for more than six (6) months beyond the Go Live date set forth in the Project Schedule, and the then current pricing for such Deliverable(s) including applicable Services has increased since the date of execution of this Agreement, such then current pricing will apply. A change order for signature by both Parties will be processed to adjust the Contract Price.

3.2   All amounts due and payable to TriTech hereunder shall, if not paid when due, bear a late charge equal to one and one-half percent (1-1/2%) per month, or the highest rate permitted by law, whichever is less, from their due date until paid. The **remittance address for payments** only is:

TriTech Software Systems

P.O. Box 203223
Dallas, TX 75320-3223

3.2.1   In the event that Client is in arrears on payments due to TriTech of more than sixty (60) days from the due date, TriTech in its sole discretion may elect to stop work on the Project or any services (including Software Support) until Client becomes current on all payments due. In such event the Project Schedule will be adjusted accordingly, and TriTech shall not be considered to be in default for delays caused by such adjustment or Client's non-payment.

4.0   SOFTWARE LICENSES

4.1   In consideration for, and subject to, the payment of the license fee(s) specified in Addendum A-8 of this Agreement, and the other promises, covenants and conditions herein, Client is granted the following licenses to the Software:

4.1.1   The TriTech Software: A perpetual (unless terminated as provided herein), nontransferable, nonexclusive right and license to Use the TriTech Software and the Documentation for said Software for Client's own internal use for the applications described in the Statement of Work, at the Designated Location, in the applicable environment (e.g., Production, Test, Training, or Disaster Recovery System) and in the quantity set forth in the Cost Proposal. Client may make additional copies of the TriTech Software as reasonably required for archival or backup purposes, provided that such copies contain all copyright notices and other proprietary markings contained on the original, and are kept confidential in accordance with Section 9.0 herein. Additional TriTech Software licenses purchased after the execution of this Agreement shall also be licensed in accordance with the provisions of this Section 5.0. Client shall not Use, copy, rent, lease, sell, sublicense, create derivative works from/of, or transfer any Software or Documentation, or permit others to do said acts, except as provided in this Agreement or the applicable Software license agreement. Any such unauthorized Use shall be void and may result in immediate and automatic termination of the applicable license, at the option of the applicable Vendor. In such event, Client shall not be entitled to a refund of any license fees paid. Software (including without limitation Subsystem Software) may not be used to operate a service bureau or time-sharing service, outsourcing service, application service provider service or other services or businesses that provide computer-aided vehicle dispatching to third parties. Notwithstanding, Client shall be entitled to Use Subsystem Software at the applicable Designated Location for the purpose of the application(s) described in the Statement of Work to provide services for itself and other governmental agencies/entities in the county and state of the Designated Location, provided that the Subsystem Software is installed and operated at only one physical location.

4.1.1.1 Each copy of the TriTech Software provided under this license that is identified in the Cost Proposal as a Disaster Recovery license may be used in the event of a failure, malfunction or other out of service condition of its Production System. In the event the Production System fails to operate, live operations may transfer to the Disaster Recovery System until the Production System returns to normal operational mode, provided that Software is not simultaneously operating on both the Production System and Disaster Recovery System.

4.1.1.2 Notwithstanding anything to the contrary in this Section, if Client has purchased the Inform CAD API license, Client may use such Software to develop original applications which interface with the TriTech Software. The development and use of such interfacing applications is specifically permitted under the licenses herein and shall not be deemed derivative works provided that they are not, in fact, derived from the TriTech Software or the ideas, methods of operation, processes, technology or know-how implemented therein. Other than the licenses granted herein, Client shall not acquire any right, title or interest in the TriTech Software by virtue of the interfacing of such applications, whether as joint owner, or otherwise. Likewise, TriTech shall not acquire any right, title or interest in such Client developed non-derived applications, whether as owner, joint owner or otherwise.

4.1.2 TriTech Subscription Services: If applicable, the terms and conditions for use of the TriTech Subscription Services are set forth in the Subscription Service Use & License Agreement attached as Exhibit D to the Contract.

4.1.3 Subcontractor Software: Licenses for any Subcontractor Software are set forth in Addendum D.

4.1.4 System Software: The licenses set forth in the applicable Vendor's license agreements that accompany Software are incorporated herein. Third party products providing supplemental software code to the TriTech Software and not subject to separate licensing provisions shall be licensed in accordance with the provisions of this Section 5.

4.2 Title to all TriTech Software or Documentation shall remain with TriTech. Title to any third party Software or Documentation shall remain with the applicable Vendor or original licensor.

4.3 The Software licenses granted in this Agreement or in connection with it are for Object Code only and do not include a license or any rights to Source Code whatsoever except as specifically provided under Section 12.0 (Source Code Escrow).

4.4 Client may not export any Software or Documentation outside the United States without further prior written agreement of TriTech or the applicable Subcontractor. In the event of such agreed export, Client is responsible for complying with all applicable export laws or regulations. Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by applicable government agencies is subject to restrictions as set forth in subparagraph (c) 1)(ii) of the DFARS 252.227-7013 or subparagraphs (c)(1) and (2) of 48 CFR 52.227-19, as applicable.

4.5 These licenses are effective until surrendered or terminated hereunder or under the terms of the applicable license agreements.

4.6 Client may surrender any Software licenses provided in connection with this Agreement at any time by performing the actions described in Section 13.4 of this Agreement, or the applicable license agreement. Such surrender shall not affect TriTech's right to receive and retain the Contract Price or other fees, charges and expenses earned hereunder.

5.0   DELIVERY, INSTALLATION, SERVICES, TITLE TO EQUIPMENT, AND RISK

OF LOSS

5.1   TriTech will Deliver the items purchased and/or licensed hereunder and perform the services pursuant to the Statement of Work, subject to the provisions of Section 20.0 of this Agreement, and further subject to delays caused by the actions or omissions of Client or its agents, including, but not limited to, delays in approval of the Specifications, training and/or system configuration. Unless specifically identified as a TriTech task in the Statement of Work, Installation of Workstations into consoles, furniture or similar work area components at Client's Designated Location is the responsibility of Client.

5.2   As further defined in the Statement of Work, TriTech will appoint a Project Manager who will act as the primary point of contact for TriTech's services for the implementation process in the Project. Any services desired by Client in addition to those specified in this Agreement or the Statement of Work will be subject to the availability and scheduling of TriTech (or Subcontractor) personnel and at TriTech's (or the Subcontractor's) then-current rates, plus expenses. Prior to performing any of the aforementioned additional services, TriTech will provide a written quotation detailing the price (or time and materials estimate) for such services. TriTech may subcontract with certain Vendors that provide hardware, Software and/or services in connection with the Project (as more fully described in the Statement of Work), and (iii) pass through to Client warranties received from the Vendors thereof. Should any Subcontractor hereunder be in default (provided such default is not due to any fault or delay of Client or its agents, due to any third party, or due to an event of Force Majeure, TriTech may either continue to perform the duties of the Subcontractor to fulfill the obligations for the Subcontractor in accordance with the Statement of Work, or provide an alternative solution; provided, however, that in no event will TriTech's responsibility for any Subcontractor's default exceed the price for such Subcontractor's portion of the Contract Price.

5.3   The Statement of Work will define the implementation process for the Deliverables and services to be provided under this Agreement, including implementation of the Subsystems and Interfaces, testing, training; as well as the responsibilities of both TriTech and the Client for the relevant tasks associated with the Project.

5.4   The Project Schedule will define the timeframe for completion of Project Milestones and the party or parties involved in performing the task, e.g. TriTech, Client, or Subcontractor.

5.5   Title to all Equipment purchased under this Agreement shall not transfer to Client until payment for such Equipment has been remitted to TriTech.

5.6   Risk of loss of any Deliverable shall be borne by TriTech until Delivery of the Deliverable to Client. Thereafter, the risk of loss shall be borne by Client.

5.7   Unless provided as a fixed fee, freight costs, or travel costs incurred and invoiced by TriTech in connection with services rendered under this Agreement shall be paid by Client upon receipt of invoice. All travel costs and arrangements will be made in accordance with TriTech's standard travel policy, a copy of which will be provided to Client upon request.

5.8   TriTech retains and Client hereby grants to TriTech a purchase money security interest in the Software licenses, Equipment, and other items acquired hereunder and in all accessions to, replacement of, and proceeds from said items, as security for the payment of the Contract Price. As used in this paragraph, "proceeds" include whatever is receivable or received when proceeds or collateral is sold, collected, exchanged or otherwise disposed of, whether such disposition is voluntary or involuntary, and includes, without limitation, all rights to payment, including return premiums, with respect to any insurance related thereto. (Nothing herein shall be deemed to grant or constitute a right to Client to transfer any Software licensed hereunder to any third party.)   Client shall, at TriTech's request, sign a financing statement and such other documents as TriTech reasonably requires to perfect its security interest. Such security interest shall be released upon full payment of the Contract Price.

5.9   Until full payment of the Contract Price is made, Client shall maintain the items purchased/licensed under this Agreement in good order and repair at Client's expense, except as otherwise provided under the warranty provisions of this Agreement or any applicable third party warranty, and shall use such items in a manner that will not subject them to waste or deterioration.

5.10   Client shall not, without the prior written consent of TriTech, sell, lease, encumber or otherwise dispose of the items purchased under this Agreement until TriTech's security interest hereunder has been released. (Nothing in the foregoing shall be deemed to grant or imply any license or other right to Client to sell, lend, rent, lease or otherwise transfer the TriTech Software to a third party.)

5.11   Should Client (i) fail to pay any amount specified in this Agreement when it becomes due, (ii) fail to perform any provision of this Agreement to be performed by it, (iii) make an assignment for the benefit of creditors, (iv) suffer the appointment of a receiver for any substantial part of its assets, (v) institute any proceedings for dissolution or full or partial liquidation, or (vi) commence proceedings in bankruptcy for liquidation or reorganization, Client shall be in default of this Agreement under Article 9 of the Uniform Commercial Code, and TriTech shall have the rights and remedies afforded a secured party by the chapter of "Default" of Article 9 of the Uniform Commercial Code then in effect, subject to Section 13.1 herein.   In conjunction with the above-named chapter, but not by way of limitation, TriTech may:

5.11.1 Require Client to disassemble the Equipment, other hardware, and permanently remove the Software from Client's computers or other storage media or locations and make all such items available to TriTech at Client's premises or such other location as is mutually agreed by the Parties.

5.11.2 Render said Software unusable.

5.11.3 Apply the proceeds received from the sale or other disposition of the equipment or software acquired hereunder, in addition to the items specified in Article 9 of the Uniform Commercial Code, against payment of reasonable attorneys' fees and legal expenses incurred by TriTech as a result of Client's default.

6.0   SITE PREPARATION

6.1   Client agrees to provide, in a timely manner and at its own expense, required facilities and equipment specified in the Statement of Work, the System Planning Document, the Documentation, or as otherwise specified by TriTech in writing.

7.0   CONFIDENTIALITY AND PROPRIETARY RIGHTS

7.1   TriTech agrees to maintain Client's confidential business information and confidential data, including patient identifying data, to which TriTech gains access in confidence and to not disclose such information except as required to perform hereunder or as required by law. Client will use reasonable efforts to identify or designate information or data as confidential at or within five (5) business days of disclosure. Notwithstanding the above, the applicable Vendor or original licensor shall own the copyrights, trade secrets, patent rights and other proprietary rights in and may use without restriction knowledge, information, ideas, methods, know-how, and copyrightable expression learned or acquired (including without limitation any feedback, suggestions, or other information or materials) as a result of or in connection with this Agreement to make modifications and enhancements to Software or Documentation. Client shall acquire no intellectual property ownership rights to Software or Documentation as a result of such use, whether as author, joint author, or otherwise. Confidential information does not include any information which (a) is generally available to the public or becomes generally known to the public through no act or omission of TriTech or any violation of confidentiality; (b) is disclosed to TriTech by third parties without breach of confidentiality obligations; (c) is already in the lawful or rightful possession of TriTech prior to receipt of the confidential information or (d) is developed independently by TriTech without use of the confidential information.

7.1.1   TriTech maintains a security program for security managing access to client data – particularly HIPAA and CJIS information ("Security Approved Personnel"). This includes 1) a pre-employment background check; 2) security training required by Federal CJIS regulations; and 3) criminal background checks/fingerprints required by Federal or State regulations. TriTech will work with the Client to provide reasonably required documentation (such as the CJIS Security Addendum Certification form and VPN documents).

7.1.1.1 If required by the Client, TriTech will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the TriTech staff's job assignment. If the Client requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Client's site, the Client will reimburse TriTech for the cost of TriTech Security Approved Personnel traveling to the Client's site or for a vendor (such as Live Scan) to travel to the applicable TriTech office location. This provision will apply during the installation of the Project and for the duration of the Client's Software Support Agreement.

7.2   Client understands and agrees that the Software and Documentation (including without limitation Subsystem Software and Documentation) including, but not limited to, the Source Code, Object Code, the OSDs, IRDs and FATs, the Statement of Work, the software design, structure and organization, software screens, the user interface and the engineering know-how implemented in the software, together with any other information identified by TriTech or a Vendor as confidential or proprietary (collectively "Vendor Proprietary Information" or "VPI") constitute the valuable properties and trade secrets of the Vendor thereof, embodying substantial

creative efforts which are secret, confidential, and not generally known by the public, and which secure to the Vendor a competitive advantage.

7.2.1 The material presented in TriTech's training courses is VPI and not intended for public disclosure or disclosure to third parties. Clients may videotape training sessions provided on-site at the Client's facilities by TriTech staff for the Client's own internal use only; provided, however, that the TriTech training staff have consented in writing to such videotaping. The Client is responsible for managing secure access to and copying or distribution of any TriTech provided training materials or Client-made videotapes of TriTech training sessions.

7.3 Client agrees during the term of the license granted under this Agreement, and thereafter, to hold the VPI, including any copies thereof and any documentation related thereto, in strict confidence and to not permit any person or entity to obtain access to it except as required for Client's exercise of the license rights granted hereunder and except as required by applicable law or court order. Nothing in this Agreement is intended to or shall limit any rights or remedies under applicable law relating to trade secrets, including the Uniform Trade Secrets Act as enacted in applicable jurisdictions.

7.4 Client shall not attempt or authorize others to attempt to learn the trade secrets, technology, ideas, processes, methods of operation, know-how and/or confidential information contained in the Software by duplication, decompilation, disassembly, other forms of reverse engineering, or other methods now known or later developed. Client may not access or allow access to Source Code by any person and for any reason unless expressly authorized by Section 12.0 (Source Code Escrow) herein.

7.5 Client shall inform TriTech promptly in writing of any actual or suspected unauthorized Use, copying, or disclosure of VPI.

7.6 If any VPI is subject to any Federal or State statutes(s) providing for public access or disclosure of public records, documents or other material, Client shall as allowed by law (i) provide to TriTech (and, if applicable the concerned Subcontractor) written notice of any request or other action by a third party under said statute(s) for release, access, or other disclosure thereof, (ii) provide to TriTech (and, if applicable the concerned Subcontractor) a reasonable opportunity to respond to and/or oppose such action in the appropriate forum and (iii) take such steps as are permitted under said statutes to assert in response to such action any exemptions or other protections available thereunder to prevent, restrict and/or control the public release, access and/or disclosure of the VPI.

7.7 The obligations specified under this Section 9 shall survive any termination or rescission of this Agreement.

8.0 LIMITED WARRANTIES

8.1 The TriTech Software provided under this Agreement is provided "as is", without warranty of any kind. As an existing Client, support for the TriTech Software will begin upon the date of Go Live as further defined in the Software Support Agreement.

8.2   If mapping information is supplied with the TriTech Software, TriTech makes no representation or warranty as to the completeness or accuracy of the mapping data provided with the TriTech Software. The completeness or accuracy of such data is solely dependent on the information supplied by the Client or the mapping database vendor to TriTech.

8.3   Problems in the TriTech Software or transmission of data caused by wireless services, including cell phone carriers, cell phone devices and operating systems, and any personal settings on the devices are not warranted by TriTech, or covered under the terms of this Agreement. Client's use of services provided by wireless service providers or carriers, or transmission of data from cell phone carriers, cell phones and operating systems, and the security, privacy, or accuracy of any data provided via such services is at Client's sole risk.

8.4   Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and any local, state, federal or other applicable systems.

8.5   Any warranties for the TriTech subscription services, if applicable, are only as set forth in the TriTech Subscription Service Use & License Agreement provided at Exhibit D of the Contract.

8.6   Equipment, System Software and Subcontractor Hardware and Software, and any other items or services provided under this Agreement and not manufactured by TriTech (collectively "Third Party Items") are warranted by the manufacturers or Vendors thereof, not by TriTech. TriTech shall pass through to Client all warranties on Third Party Items which TriTech is permitted to pass through to Client. If, during the warranty period for Third Party Items Client determines that they do not perform as warranted, Client shall contact TriTech using the procedures described in Exhibit E, the Software Support Agreement.

8.7   **EXCEPT AS SPECIFICALLY STATED IN THIS SECTION 10, TRITECH MAKES AND CLIENT RECEIVES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TRITECH RESELLS AND PASSES THROUGH THIRD PARTY PRODUCTS ON AN "AS IS, WHEN AVAILABLE" BASIS. TRITECH DOES NOT REPRESENT OR WARRANT THAT ANY TRITECH PRODUCT OR THIRD PARTY ITEMS, INCLUDING HARDWARE, SOFTWARE OR SERVICES, WILL BE FREE FROM ERRORS, DEFECTS OR INFRINGEMENT.**

9.0   MAINTENANCE AND SOFTWARE SUPPORT

9.1   The TriTech Software. Software Support shall begin upon the date of first Go Live for any Subsystem and end twelve (12) months thereafter. Software Support is subject to and will be provided in accordance with the terms of the Software Support Agreement to be entered into between the Client and TriTech coincident with this Agreement.

9.2   TriTech Subscription Services. Support terms for the TriTech subscription services, if applicable, are set forth in the TriTech Subscription Service Use & License Agreement provided at Exhibit D of the Contract, and shall govern in the event of a conflict between Exhibit

D and the Software Support Agreement.

9.3   System Software. Client is responsible for maintaining licensing, including updates for System Software.

9.4   Subcontractor Hardware and Software. Not applicable as there are no subcontractors involved in this project.

9.5   Equipment. Maintenance and support for all Equipment sold hereunder is not included under this Agreement. However, because proper computer equipment maintenance is required for proper system operation, Client agrees to acquire and keep in force computer and peripheral equipment maintenance agreements for the equipment used to operate the TriTech Software or to provide such maintenance in-house with qualified personnel. If Client determines that an item of Equipment provided under this Agreement does not perform as provided in the applicable specifications, Client may, provided that a current Software Support Agreement with TriTech is in force, contact TriTech using the procedures described in the Software Support Agreement. TriTech shall thereupon provide Help Desk services to Client as provided in the then-applicable Software Support Agreement. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

9.6   If, at any time after installation of the System, Client desires to load on a Workstation or Server any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the TriTech Documentation, and contact the TriTech Customer Service Department at the telephone numbers listed in the Software Support Agreement for assistance as required. **Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation or Server, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client's needs or expectations**. Client agrees that if the loading of such third party software degrades the performance of the System, Client shall immediately uninstall such software. Client shall absolve, discharge and release TriTech from any obligations or liabilities related to operation or performance of the System, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Agreement, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software.

10.0   SOURCE CODE ESCROW – NOT APPLICABLE

11.0   LIABILITY

11.1   TriTech shall indemnify, defend, save, and hold Client harmless from any and all claims, lawsuits or liability, including attorneys' fees and costs, to the extent arising out of any loss, damage or injury to persons or tangible personal property arising from a wrongful or negligent act, error or omission of TriTech, its employees, agents, contractors, or any Subcontractor; however, TriTech shall not be required to indemnify Client for any claims or actions to the extent

due to the negligence or wrongful act of Client, its employees, agents, or contractors. Notwithstanding anything to the contrary in the foregoing, if a claim, lawsuit or liability results from or is contributed to by the actions or omissions of Client, or its employees, agents or contractors, TriTech's obligations under this provision shall be reduced to the extent of such actions or omissions based upon the principle of comparative fault.

11.2 **NOTWITHSTANDING THE FOREGOING, THE TOTAL LIABILITY OF TRITECH FOR ANY CLAIM OR DAMAGE ARISING FROM OR OTHERWISE RELATED TO THIS AGREEMENT, WHETHER IN CONTRACT, TORT, BY WAY OF INDEMNIFICATION OR UNDER STATUTE SHALL BE LIMITED TO DIRECT DAMAGES WHICH SHALL NOT EXCEED (I) THE CONTRACT PRICE OR (II) IN THE CASE OF BODILY INJURY, PERSONAL INJURY OR PROPERTY DAMAGE FOR WHICH DEFENSE AND INDEMNITY COVERAGE IS PROVIDED BY TRITECH'S INSURANCE CARRIER, THE LESSER OF THE COVERAGE LIMITS OF SUCH INSURANCE OR THE AMOUNT ACTUALLY PAID TO TRITECH OR CLIENT BY THE APPLICABLE INSURANCE CARRIER FOR SUCH DAMAGE.**

11.3 Except for actions for copyright, trade secret, or trademark infringement, no action or proceeding arising out of any claimed breach of this Agreement or transaction may be brought by either Party more than four (4) years after the cause of action has accrued.

11.4 To the extent allowed by law, Client shall indemnify and hold TriTech harmless from any and all claims, lawsuits or liability, including attorneys' fees and costs, allegedly arising out of, in connection with, or incident to any loss, damage or injury to persons or property or arising from a wrongful or negligent act, error or omission of Client's or, its employees, agents, contractors, or any subcontractors as a result of the use or misuse of the TriTech Software.

11.5 **IN NO EVENT SHALL EITHER PARTY OR ITS SUBCONTRACTORS OR SUPPLIERS BE LIABLE WHETHER IN CONTRACT OR IN TORT FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER A PARTY HAS NOTICE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.**

12.0 COPYRIGHT & TRADE SECRET INFRINGEMENT

12.1 TriTech will at its expense defend against any claim, action or proceeding by a third party ("Action" herein) to the extent due to claimed infringement by the TriTech Software of copyright or trade secrets, provided that Client immediately notifies TriTech in writing of such Action and cooperates fully with TriTech and its legal counsel in the defense thereof. TriTech may in its discretion (i) contest, (ii) settle, (iii) procure for Client the right to continue using the TriTech Software, or (iv) modify or replace the TriTech Software so that it no longer infringes (as long as substantially all the functionality and performance described in the Specifications remains). Client may participate in the defense of such Action at its own expense. If TriTech concludes in its sole judgment that none of the foregoing options are commercially reasonable, and Client's use of the TriTech Software is permanently enjoined as a result of a judgment of a court of competent jurisdiction in such Action, then TriTech will return to Client the TriTech Software license fee(s)

paid by Client under this Agreement less a prorated portion of said fee(s) for Client's use of the TriTech Software (calculated by multiplying the ratio of the number of months of actual Use in Live Operations to thirty-six (36) months times the license fees paid) and the licenses granted in this Agreement shall terminate. In addition, in the event such Action results in a money judgment against Client which does not arise, wholly or in part, from the actions or omissions of Client, its officers, directors, employees, contractors, agents, or elected officials, or a third party, TriTech will, subject to Section 14.0 herein, indemnify Client therefrom to the extent indemnification for such judgment is not provided under Client's insurance policies (unless Client is self-insured in which case the preceding clause shall not apply).

12.2   Notwithstanding the above, TriTech shall have no duty under this Section 16.0 with respect to, and Client shall hold TriTech harmless from and against any claim, action or proceeding (i) arising from or related to infringements by System Software, Subcontractor Hardware or Software, or Equipment, (ii) arising out of modifications to the TriTech Software and/or Documentation not made by or under the direction of TriTech, (iii) resulting from use of the TriTech Software to practice any method or process which does not occur wholly within the TriTech Software, or (iv) resulting from modifications to the TriTech Software or Documentation prepared pursuant to specifications or other material furnished by or on behalf of Client. This Section 0 states the entire obligation of TriTech regarding infringement of intellectual property rights, and it will survive the termination of this Agreement.

13.0   DISPUTE RESOLUTION

13.1   The Parties desire to first attempt to resolve certain disputes, controversies and claims arising out of this Agreement before a Party begins litigation. Prior to commencing litigation, at the written request of either Party, the Parties agree to meet onsite at either TriTech's or the Client's location as determined by the Parties, and negotiate in good faith to resolve any dispute arising under this Agreement. Each Party shall be responsible for its associated travel costs. If the above negotiations do not resolve the dispute with sixty (60) days of the initial written request, either Party may take appropriate legal action.

14.0   SALES, USE AND PROPERTY TAX

14.1   Unless exempt from such taxes, Client shall be solely responsible for payment or reimbursement to TriTech of all sales, use, value added or other taxes imposed upon this Agreement by any level of government, whether due at the time of sale or asserted later as a result of audit of the financial records of either Client or TriTech. If exempt, Client shall provide to TriTech written evidence of such exemption. Client shall also pay any personal property taxes levied by government agencies based upon Client's use or possession of the items acquired or licensed in this Agreement.

15.0   SEVERABILITY

15.1   If any term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement is held to be invalid or unenforceable, for any reason, it shall not affect, impair, invalidate or nullify the remainder of this Agreement, but the effect thereof shall be confined to the term, clause, sentence, paragraph, article, subsection, section, provision,

condition or covenant of this Agreement so adjudged to be invalid or unenforceable.

16.0   FORCE MAJEURE/EXCUSABLE DELAY

16.1   Neither Party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in Delivery or performance as a result of war, acts of terrorism, fire, strike, riot or insurrection, natural disaster, delay of carriers, governmental order or regulation, complete or partial shutdown of plant, unavailability of equipment or software from suppliers, default of a subcontractor or vendor (if such default arises out of causes beyond its reasonable control), the actions or omissions of the other Party or its officers, directors, employees, agents, contractors or elected officials and/or other similar occurrences beyond the Party's reasonable control ("Excusable Delay" herein). In the event of any such Excusable Delay, Delivery or performance shall be extended for a period of time as may be reasonably necessary to compensate for such delay.

17.0   CONSTRUCTION AND HEADINGS

17.1   The division of this Agreement into sections and the use of headings of sections and subsections are for convenient reference only and shall not be deemed to limit, construe, affect, modify, or alter the meaning of such sections or subsections.

18.0   WAIVER

18.1   The failure or delay of any Party to enforce at any time or any period of time any of the provisions of this Agreement shall not constitute a present or future waiver of such provisions nor the right of either Party to enforce each and every provision.

18.2   No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the Party claimed to have waived or consented. Any consent by any Party to, or waiver of, a breach by the other, whether expressed or implied, shall not constitute a consent to, waiver of or excuse for any other, different or subsequent breach.

19.0   ENTIRE AGREEMENT

19.1   This Agreement and its Addenda or Amendment(s) represent the entire agreement between the Parties hereto and a final expression of their agreements with respect to the subject matter of this Agreement and supersedes all prior written agreements, oral agreements, representations, understandings or negotiations with respect to the matters covered by this Agreement.

20.0   APPLICABLE LAW

20.1   Except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of Florida without regard to its conflict of law's provisions.

21.0   ASSIGNMENT

21.1   Neither this Agreement nor any rights or obligations hereunder shall be assigned or otherwise transferred by either Party without the prior written consent of the other Party, which consent will not be unreasonably withheld; provided however, that in the event of a merger or acquisition of all or substantially all of TriTech's assets, TriTech may assign this Agreement to an entity ready, willing and able to perform TriTech's executory obligations hereunder, upon the express written assumption of the obligations hereunder by the assignee.

22.0   GENERAL TERMS

22.1   This Agreement shall be binding on and shall inure to the benefit of the heirs, executors, administrators, successors and assigns of the Parties hereto, but nothing in this paragraph shall be construed as consent to any assignment of this Agreement by either Party except as provided in the ASSIGNMENT section of this Agreement.

22.2   This Agreement shall not become a binding contract until signed by an authorized officer of each Party, and it is effective as of the date so signed.

22.3   This Agreement may be executed in any number of identical counterparts, and each such counterpart shall be deemed a duplicate original thereof.

22.4   The provisions contained herein shall not be construed in favor of or against either Party because that Party or its counsel drafted this Agreement, but shall be construed as if all Parties prepared this Agreement.

22.5   Whenever the singular number is used in this Agreement and when required by the context, the same shall include the plural, and the use of any gender, be it masculine, feminine or neuter, shall include all of the genders.

22.6   A facsimile or scanned signature copy of this Agreement, its exhibits and amendments, and notices and documents prepared under this Agreement shall be treated as an original in all respects; the Parties agree that any document in electronic format or any document reproduced from an electronic format shall not be denied legal effect, validity, or enforceability, and shall meet any requirement to provide an original or hard copy.

22.7   This Agreement is made for the benefit of the Parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the Parties to terminate, rescind, or agree to any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.

ADDENDUM A

<u>PROPRIETARY INFORMATION</u>[1]

SYSTEM PLANNING DOCUMENT

(Provided as a Deliverable)

SYSTEM SOFTWARE

The Client will be providing System Software for this Project. Client provided System Software will meet TriTech's minimum required specifications.

NOTE: Additional Client responsibilities regarding licensing requirements for System Software for continued maintenance, including system expansion, are provided in the System Planning Document.

---

[1] **THIS ADDENDA CONTAINS TRADE SECRET AND OTHER PROPRIETARY INFORMATION OF TRITECH SOFTWARE SYSTEMS. THE INFORMATION CONTAINED HEREIN SHALL NOT BE COPIED OR DISCLOSED TO THIRD PARTIES OR USED FOR ANY PURPOSE NOT DIRECTLY RELATED TO PERFORMANCE OF THIS AGREEMENT WITHOUT THE WRITTEN CONSENT OF AN OFFICER OF TRITECH SOFTWARE SYSTEMS, UNLESS REQUIRED TO BE DISCLOSED BY APPLICABLE LAW OR COURT ORDER.**

TriTech Software Systems, a
CentralSquare Company
1000 Business Center Drive
Lake Mary, FL 32746
Phone: 858.799.7000
Fax: 858.799.7011
www.tritech.com

EXHIBIT C

SOFTWARE SUPPORT AGREEMENT

TRITECH SOFTWARE SYSTEMS

SOFTWARE SUPPORT AGREEMENT

TABLE OF CONTENTS

SOFTWARE SUPPORT AGREEMENT

This Agreement, is made by and between TriTech Software Systems, referred to as "TriTech", with offices at 1000 Business Center Drive, Lake Mary, FL 32746, and the Hillsborough County Aviation Authority, an independent special district under the laws of the State of Florida whose post office address is Post Office Box 22287, Tampa, Florida 33622 (hereinafter referred to as Client) (collectively hereinafter referred to as the "Parties" or "Party")..

A.   WHEREAS, TriTech and Client have entered into a Master Contract dated October 3, 2019, (the "Contract"); and

B.   WHEREAS, this Software Support Agreement (this "Agreement") is entered into to provide Software Support for the TriTech Software; and

C.   WHEREAS, during the term of this Agreement, TriTech shall act as the Prime Contractor for maintenance of the System and shall provide the single point of contact with the Client as further defined herein;

NOW, THEREFORE, in consideration of the terms, promises, mutual covenants and conditions contained in this Agreement, TriTech and Client agree as follows:

1.0   DEFINITIONS

1.1   All capitalized terms used in this Agreement and not otherwise defined herein shall have the meanings given them in the Definitions section of the Purchase Agreement, which section is incorporated by reference herein as though set forth in full.

2.0   TERM

2.1   The term of Software Support services provided under this Agreement shall begin at first Go Live for the TriTech Software. The term of this Agreement shall be in accordance with the Master Contract.

3.0   SUPPORT FEE(S)

3.1   Software Support fee(s) to be paid by Client are established in Exhibit G, Cost Proposal for the software licenses purchased under the Contract.

3.2   Unless otherwise agreed in writing, Software Support fees shall be due on or before the commencement of each annual support term and are due for all TriTech Software applications and modules licensed to Client. Software Support fee shall be in accordance with Exhibit G, Cost Proposal.   Additional licenses purchased by Client during any annual support period will result in additional support fees which shall be prorated to be coterminous with Client's then current support period.

3.3   Software Support fees do not include reasonable travel, food or lodging expenses incurred by TriTech for support services provided at Client's site. Travel costs submitted for reimbursement shall be in accordance with Exhibit J, Authority Policy P412

3.4   If Client ceases to keep in force an annual Software Support Agreement, any resumption of such annual support shall be subject to payment by Client of all past unpaid Software Support fees in addition to the Software Support fee for the current support year. Payment of applicable fees for any additional services required to bring Client's system current, which fees shall be charged at TriTech's then current rates for such services, shall also be the responsibility of the Client. Client acknowledges and agrees that the preceding clause is reasonable in light of the fact that the expenses incurred and resources devoted by TriTech to further development, enhancement and support of the TriTech Software must be spread over TriTech's client base and fairly shared by all TriTech Software users.

3.5   All amounts due and payable to TriTech hereunder shall, if not paid when due, bear a late charge equal to one and one-half percent (1-1/2 %) per month, or the highest rate permitted by law, whichever is less, from fifteen (15) days after their due date until paid. Failure to pay annual Software Support fees when due may result in a notice of termination in accordance with section 2.3.

Remittance Address for Payments Only:
TriTech Software Systems
P.O. Box 203223
Dallas, TX 75320-3223

3.5.1   Payments may be made by check; wire transfer; or Automated Clearing House ("ACH"). TriTech will provide banking information if Client requests to pay by wire transfer or ACH.

3.6   Except for taxes for which Client provides TriTech with written certification of its tax-exempt status, if TriTech is required to collect or pay sales, use, property, value-added, or other such taxes based on the software or services provided under this Agreement, and/or Client's use thereof, then such taxes shall be invoiced to and paid by Client on receipt of such invoice.

4.0   SUPPORT SERVICES, POINT OF CONTACT, AND CODE OF CONDUCT

4.1   TriTech will provide support services as more fully described in Addendum A.

4.2   Client shall appoint a principal point of contact with a level of knowledge of the TriTech Software and Client's computer environment to manage the reporting of Software Errors to TriTech in accordance with the Software Error Guidelines and Procedures set forth in Addendum A. TriTech reserves the right to request that Client appoint a replacement point of contact upon reasonable written notice to Client.

4.3   At all times during the term of this Agreement or any renewal period, each party shall ensure that its employees do not engage in a disrespectful, disruptive, demeaning, or otherwise inappropriate or abusive manner in dealing with the other party and its employees. Any such behavior shall be reported to the party's supervisor, manager, or executive as applicable for corrective action. A party's failure to remedy any reported issues related to employee misconduct, including removal of the offending employee from direct contact with the other party, may be cause for termination in accordance with section 2.3 herein.

5.0   SOFTWARE ERROR CORRECTION AND ACCESS

5.1   If, during the term of this Agreement, Client determines that Software Error(s) exist, it will first follow any error procedures specified in the TriTech Documentation.   If following the error procedures does not correct the Software Error, Client shall promptly notify TriTech pursuant to the guidelines and procedures described in Addendum A, setting forth the defects noted with specificity requested by TriTech. Upon notification of a reported Software Error, TriTech shall attempt to reproduce and verify the error and, if so verified, will manage the Software Error(s) in accordance with Addendum A. If TriTech is unable to reproduce the Software Error at TriTech's facility, the Client will assist in the research of a support issue including logging or other diagnostic tools as provided by TriTech. TriTech will provide onsite assistance if the Client and TriTech determine that it is necessary for TriTech personnel to travel to Client's site to reproduce the error. If it is determined that reported problem was caused by the TriTech Software, TriTech will be responsible for its travel and related expenses for the onsite visit.   In the event that the reported problem is determined to be the result of Equipment, Subcontractor Software or Hardware, or System Software, or is otherwise not attributable to the TriTech Software Client shall reimburse TriTech for its travel expenses incident to the on-site visit, as well as TriTech's labor related to the on-site visit at its then current hourly rates for technical support and engineering.

5.1.1   If, during the term of this Agreement, Client experiences performance issues with the TriTech Software related to user transaction times (the elapsed time between electronically requesting information [i.e., depressing the "enter" key or mouse button] to the appearance of the data requested on the next screen) that materially degrades the operational use of the TriTech Software, the Client shall notify TriTech in accordance with Addendum A. TriTech will assist the Client to determine the source of the user transaction times issue (TriTech Software, third party products, Client supplied network, etc.). If the related to user transaction times is found to be caused by the TriTech Software, TriTech will use commercially reasonable efforts to resolve the issue according to the Priority status (defined in Addendum A) assigned based on the Subsystem, transaction type, and operational impact on the Client's Users.

5.2   TriTech maintains a Security program for managing access to Client data – particularly HIPAA and CJIS information. This includes 1) a Pre-employment background check, 2) security training required by Federal CJIS regulations, and 3) criminal background checks/fingerprints required by Federal or State regulations. TriTech will work with the Client to provide required documentation (such as the CJIS Security Addendum Certification form and VPN documents).

5.3   If required by the Client, TriTech will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the TriTech staff's job assignment. If the Client requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Client's site, the Client will reimburse TriTech for the cost of TriTech Security Approved Personnel traveling to the Client's site or for a vendor (such as Live Scan) to travel to the applicable TriTech Offices. This provision will apply during the duration of this Agreement.

6.0   SOFTWARE UPDATES

6.1   From time to time at TriTech's discretion, Updates to the TriTech Software and TriTech Documentation will be developed and provided to Client. All Updates to the TriTech Software and TriTech Documentation shall be subject to the terms and conditions of the Purchase Agreement and shall be deemed licensed TriTech Software thereunder. (Updates do not include new versions or separate modules or functions that are separately licensed and priced.)

7.0   LIMITATIONS

7.1   Software Support for the TriTech Software shall be subject to and conditional on Client's implementation and use of a version of the TriTech Software that is the most current general release version thereof that is offered to Client. If Client does not implement the most current general release version when it is made available, TriTech shall only be obligated to provide Software Support for Client's version of the TriTech Software for a period of twelve (12) months thereafter.

7.2   TriTech shall not be obligated to provide Software Support if Client is not current on the payment of all Software Support fees and expenses.

7.3   If any of the following circumstances exist, TriTech shall be entitled to charge additional Software Support fees plus expenses at its then current rates:

7.3.1   Problems in the TriTech Software are caused by modification of the TriTech Software, Subcontractor Software or Hardware, System Software, or Equipment by Client or a third party.

7.3.2   Problems in the TriTech Software are caused by the TriTech Software not being used in accordance with the TriTech Documentation, or other instructions provided by TriTech, or by misuse or neglect.

7.3.3   Problems in the TriTech Software are caused by software not provided by TriTech, not approved by TriTech in writing or not specified as compatible in the TriTech Documentation. (The procedures for loading third party software on a Workstation or Server are set forth in paragraph 7.4 of this Agreement.)

7.3.4   Problems in the TriTech Software are caused by equipment which does not meet the configuration requirements, or Client does not maintain the site and facility as specified in the TriTech Documentation.

7.3.5 Problems in the TriTech Software are caused by one or more computer viruses that have not been introduced into Client's system by TriTech. Client shall maintain up-to-date virus checking software in accordance with TriTech Documentation and shall check all software received from TriTech or any other person or entity for viruses before introducing that software into any part of the TriTech System. If desired by Client, TriTech will provide Updates on media rather than direct downloading to facilitate this virus checking. If, despite such check, a virus is introduced by TriTech, TriTech will provide a virus-free copy of the TriTech Software, and will, at its expense, reload said software on Client's Equipment. Client shall practice reasonable back-up procedures for the TriTech System in accordance with TriTech Documentation.

7.3.6 Problems in the TriTech Software are caused by Subcontractor Software or System Software, including but not limited to operating system software.

7.3.7 Problems in the TriTech Software are caused by Equipment or software provided by Client or third parties with which the TriTech Software interfaces or operates (including but not limited to Subcontractor Software or Hardware or System Software), including but not limited to problems caused by changes in such Equipment or software.

7.4 If, at any time after installation of the System, Client desires to load on a Workstation or Server any software not provided by TriTech, it shall, before loading such software, follow the procedures regarding third party software compatibility in the TriTech Documentation, and contact the TriTech Customer Service Department at the telephone numbers listed in Addendum A for assistance as required. **Such action shall not constitute approval, express or implied, for the loading of specific software on a Workstation or Server, nor any express or implied warranty, representation or other obligation by TriTech with respect to such software, including but not limited to its suitability, operability or capability to meet Client's needs or expectation**s. Client agrees that if the loading of such third party software degrades the performance of the System, Client shall immediately uninstall such software. Client shall absolve, discharge and release TriTech from any obligations or liabilities related to operation or performance of the System, the TriTech Software, Subcontractor Software, or any other item provided by TriTech under this Agreement, including but not limited to any liabilities for damages related thereto in connection with the installation of such third party software.

7.5 TriTech Software Support under this Agreement, or any renewal or extension thereof, shall not include design, engineering, programming, testing, implementation or other services rendered necessary by changes in Subcontractor Software, System Software or Equipment, or in any other hardware, firmware or software provided by third parties or Client ("Third Party Changes"). Any such services shall be subject to additional charges by TriTech and the mutual agreement of the parties as to the terms and conditions under which such services are rendered. Absent such agreement, TriTech shall be under no obligation, express or implied, with respect to such Third Party Changes.

7.6 Problems in the TriTech Software or transmission of data caused by wireless services are not warranted by TriTech, or covered under the terms of this Agreement. Client's

use of services provided by wireless service providers or carriers, and the security, privacy, or accuracy of any data provided via such services is at Client's sole risk.

7.7   Client is responsible for maintaining the required certifications for access to Client's state CJIS system(s), NCIC and/or other local state, federal and/or other applicable systems.

8.0   EQUIPMENT, SUBCONTRACTOR SOFTWARE AND HARDWARE, AND SYSTEM SOFTWARE

8.1   Maintenance and support for Equipment provided under the Purchase Agreement (except as otherwise stated therein) is not included under this Agreement. However, since proper computer equipment maintenance is required for proper system operation, Client shall acquire and keep in force equipment maintenance agreements for the computer and peripheral equipment used to operate the TriTech Software, or to provide such maintenance in-house with qualified personnel. If Client determines that an item of Equipment provided under this Agreement does not perform as provided in the applicable specifications, Client may contact TriTech using the procedures described in Addendum A. TriTech shall thereupon provide Help Desk services to Client with respect to the reported problem and reasonable assistance, as defined in 8.2 below, in determining the cause of the reported problem. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

8.2   Maintenance and support for Subcontractor Software, Subcontractor Hardware, or System Software sold or licensed under the Purchase Agreement shall be subject to and provided in accordance with any maintenance agreements between Client and the suppliers thereof if continued annual support for the applicable Subcontractor Software is provided under this Agreement as further defined herein. If Client determines that an item of Subcontractor Software or Hardware, or System Software provided under the Purchase Agreement does not perform as provided in the applicable Specifications, Client may contact TriTech using the procedures described in Addendum B. TriTech shall thereupon provide Help Desk services to Client with respect to the reported problem and provide reasonable assistance to Client in determining the causes of the reported problem. Reasonable assistance consists of an evaluation of the reported problem in order to determine if the problem is being caused by a TriTech Software issue or an issue with a Third Party Item that needs to be addressed by the applicable Vendor. As part of the evaluation process, TriTech will share with the Client non-proprietary information related to the diagnosis such as error messages, database trace information and other information that led TriTech to diagnose the Third Party Item as the likely cause and which may aid the Client in seeking a resolution from the applicable manufacturer or Vendor. For issues involving Windows O/S software (Microsoft) that generally affect the operation of the TriTech Software and are not caused by a Client specific installation or configuration of the O/S, TriTech will work with Microsoft to coordinate the resolution. Notwithstanding the above, TriTech is not and shall not be a party to such third party maintenance agreements nor shall TriTech have any obligation or liability thereunder.

9.0   LIMITATION OF LIABILITY

9.1   The total liability of TriTech for any claim or damage arising under this Agreement or renewals thereof, whether in contract, tort, by way of indemnification or under statute shall be limited to (i) direct damages which shall not exceed the Software Support fees paid under this Agreement by Client to TriTech for the twelve (12) month term during which the cause of action for such claim or damage arose or (ii) in the case of bodily injury or property damage for which defense and indemnity coverage is provided by TriTech's insurance carrier(s), the coverage limits of such insurance.

9.2   IN NO EVENT SHALL TRITECH BE LIABLE, WHETHER IN CONTRACT OR IN TORT, FOR LOST PROFITS, LOST SAVINGS, LOST DATA, LOST OR DAMAGED SOFTWARE, OR ANY OTHER CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF THE USE OR NON-USE OF THE TRITECH SOFTWARE, OR OTHERWISE RELATED TO THIS AGREEMENT, REGARDLESS OF WHETHER TRITECH HAD KNOWLEDGE OF THE POSSIBILITY OF ANY SUCH LOSS OR DAMAGE.

10.0   DISPUTE RESOLUTION

10.1   The Parties desire to first attempt to resolve certain disputes, controversies and claims arising out of this Agreement or any Addenda hereto before a Party begins litigation. Prior to commencing litigation, at the written request of either Party, the Parties agree to meet onsite at either TriTech's or the Client's location as determined by the Parties, and negotiate in good faith to resolve any dispute arising under this Agreement. Each Party shall be responsible for its associated travel costs. If the above negotiations do not resolve the dispute with sixty (60) days of the initial written request, either Party may take appropriate legal action.

11.0   SEVERABILITY

11.1   If any term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement is held to be invalid or unenforceable, for any reason, it shall not affect, impair, invalidate or nullify the remainder of this Agreement, but the effect thereof shall be confined to the term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement so adjudged to be invalid or unenforceable.

12.0   FORCE MAJEURE/EXCUSABLE DELAY

12.1   Neither party shall be responsible for failure to fulfill its obligations hereunder or liable for damages resulting from delay in performance as a result of war, fire, strike, riot or insurrection, natural disaster, delay of carriers, governmental order or regulation, complete or partial shutdown of plant, unavailability of Equipment or software from suppliers, default of a subcontractor or vendor to the party if such default arises out of causes beyond the reasonable control of such subcontractor or vendor, the acts or omissions of the other party, or its officers, directors, employees, agents, contractors, or elected officials, and/or other occurrences beyond the party's reasonable control ("Excusable Delay" hereunder). In the event of such Excusable

Delay, performance shall be extended on a day for day basis or as otherwise reasonably necessary to compensate for such delay.

13.0   CONSTRUCTION AND HEADINGS

13.1   The division of this Agreement into sections and the use of headings of sections and subsections are for convenient reference only and shall not be deemed to limit, construe, affect, modify, or alter the meaning of such sections or subsections.

14.0   WAIVER

14.1   The failure or delay of any party to enforce at any time or any period of time any of the provisions of this Agreement shall not constitute a present or future waiver of such provisions nor the right of either party to enforce each and every provision.

14.2   No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether expressed or implied, shall not constitute a consent to, waiver of or excuse for any other, different or subsequent breach.

15.0   ENTIRE AGREEMENT

15.1   This Agreement and its Addenda or Amendment(s) represent the entire agreement between the parties hereto and a final expression of their agreements with respect to the subject matter of this Agreement and supersedes all prior written agreements, oral agreements, representations, understandings or negotiations with respect to the matters covered by this Agreement.

16.0   APPLICABLE LAW

16.1   Except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of Florida without regard to its conflict of law.

17.0   ASSIGNMENT

17.1   Neither this Agreement nor any rights or obligations hereunder shall be assigned or otherwise transferred by either Party without the prior written consent of the other Party, which consent will not be unreasonably withheld; provided however, that in the event of a merger or acquisition of all or substantially all of TriTech's assets, TriTech may assign this Agreement to an entity ready, willing and able to perform TriTech's executory obligations hereunder, upon the express written assumption of the obligations hereunder by the assignee.

18.0 GENERAL TERMS

18.1 This Agreement shall be binding on and shall inure to the benefit of the heirs, executors, administrators, successors and assigns of the parties hereto, but nothing in this paragraph shall be construed as consent to any assignment of this Agreement by either party except as provided in the ASSIGNMENT section of this Agreement.

18.2 This Agreement shall not become a binding contract until signed by an authorized officer of both parties, and it is effective as of the date so signed.

18.3 This Agreement may be executed in any number of identical counterparts, and each such counterpart shall be deemed a duplicate original thereof.

18.4 The provisions contained herein shall not be construed in favor of or against either party because that party or its counsel drafted this Agreement, but shall be construed as if all parties prepared this Agreement.

18.5 Whenever the singular number is used in this Agreement and when required by the context, the same shall include the plural, and the use of any gender, be it masculine, feminine or neuter, shall include all of the genders.

18.6 A facsimile or scanned signature copy of this Agreement, its exhibits and amendments, and notices and documents prepared under this Agreement shall be treated as an original in all respects; the Parties agree that any document in electronic format or any document reproduced from an electronic format shall not be denied legal effect, validity, or enforceability, and shall meet any requirement to provide an original or hard copy.

18.7 This Agreement is made for the benefit of the Parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the parties to terminate, rescind, or agree to any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.

ADDENDUM A

**SOFTWARE ERROR CORRECTION
GUIDELINES AND PROCEDURES**

(1) All TriTech Software Errors reported by Client's personnel shall be resolved as set forth below. The response and resolution plan will be based upon the Service Level Agreement terms specified below by product. The Client may elect to downgrade the urgency of the issue if the operational impact is not severe. The Client may also request an upgraded response to a lower priority issue if the issue has a significant operation impact by requesting to speak to a supervisor/manager from TriTech's Customer Service Group.

(2) If Client determines a Software Error exists, Client shall immediately notify TriTech by telephone, followed by an error report in writing, setting forth the defects noted with specificity requested by TriTech.

> **Note (a): Critical Priority and Urgent Software Errors must be reported via telephone at the number listed in the Support Issues Priority and Response Matrix under section (9) below. If Critical Priority or Urgent Priority Software Errors are not reported via the telephone, the stated response and resolution times will not apply.**

> Note (b): High, Medium, and Lower Priority Software Errors may be reported via email to the address listed in the matrix below, or through TriTech's Support website via the Customer Service portal on TriTech's website.

(3) "Normal Customer Service Hours" (Business Hours) are 7:30a.m. through 7:30p.m. (Central), Monday through Friday, excluding TriTech holidays.

(4) The main support line will be answered by TriTech's Customer Service Department, or TriTech's answering service, depending on the time/day of the call. During Normal Customer Service Hours, a Customer Service Representative will directly answer the support telephone call. If a Customer Service Representative is not available to answer your call during Normal Customer Service Hours, the call will automatically be routed to the TriTech operator. If all Customer Service Representatives are busy, the operator will offer the option to leave a message, or in the case of a Critical Priority problem, as described below, locate a Customer Service Representative.

(5) Following Normal Customer Service Hours, the call will be automatically routed to TriTech's answering service. Any calls routed to the answering service will be escalated to an on-call Customer Service Representative on-call for prompt follow-up and resolution, if required.

(6) During Normal Customer Service Hours, each issue will be assigned a ticket number. This number should be used for all subsequent inquiries relating to the original reported issue. Problems reported after Normal Customer Service Hours will be logged and assigned an issue number the next business day. Enhancement requests should be emailed to support@tritech.com.

(7) TriTech has approved Bomgar as the sole primary form of support connectivity for TriTech's software applications. Bomgar provides for passwords, advanced authentication, encryption and logging that meet or exceed FBI CJIS standards. The data is stored in a secure technology facility meeting FBI standards. The Client has access to log information through the TriTech support ticket management system Client portal on TriTech's website. Backup support connectivity is also required. The Client will ensure there is either reliable cellular coverage or a landline telephone in each physical area in which a Server or interface equipment is located to allow the Client's team to assist in troubleshooting.

(8) Reported software errors will be responded to and resolved in accordance with the Priorities and Response Matrix in Section 9 below. If requested or specified in the response time criteria below, a TriTech representative will return the call in a manner consistent with the priority and order in which the call was received. Client will make every effort to respond to TriTech in a timely fashion when requests are made for follow-up calls or additional documentation on the reported problem.

   a. If a response is not received, or a resolution is not provided in accordance with the Priorities and Response Matrix, the Client may request escalation of the issue in accordance with the TriTech Documentation.

(9) **Priorities and Support Response Matrix**

The following priority matrix relates to software errors resulting from the TriTech Software as further defined in this Agreement. Causes related to non-covered causes - such as hardware, network, and third party products - are not included in this priority matrix and are outside the scope of this Agreement.

Inform CAD, Inform Mobile, Inform Me, Inform Browser, Interfaces, and GIS Link Response Matrix

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	24x7 Support for live operations on the production system: A system down event which severely impacts the ability of Users to dispatch emergency units. This is defined as the following: • Inform CAD, Inform Mobile, Inform Me, or Interfaces are down as further defined in the Special Note #1 below. • Critical servers inoperative, as listed in Special Note #1. • Complete interruption of call taking and/or dispatch operations • Loss of transactional data & transactional data corruption This means one or more critical server components are non-functional disabling Inform CAD, or Inform Mobile workstations, or disabling Inform Me. These Software Errors are defined in *Special Note #1*, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800. 987.0911. Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – Urgent Priority	24x7 Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users to enter incoming calls for service and/or dispatch emergency units. Such errors will be consistent and reproducible. A significant number of the Inform CAD, or Inform Mobile, workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform CAD or Inform mobile workstations, or Inform Me users). These Software Errors are defined in more detail in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: One (1) hour callback after client telephone contact to 800. 987.0911. Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from entering incoming calls for service and/or dispatching emergency units, or perform a common call taking or dispatch function. Such errors will be consistent and reproducible. A significant number of Inform CAD, or Inform Mobile, workstations, or Inform Me users are negatively impacted by this error (e.g., does not apply to a minimal set of workstations or users).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via support@tritech.com. High Priority Issues are not managed after Normal Customer Service Hours.

Priority	Issue Definition	Response Time
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from entering incoming calls for service and/or dispatch emergency units, or perform a common call taking or dispatch function. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via support@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via support@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.

Priority	Resolution Process	Resolution Time
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform CAD:
    a. Users are unable to enter new requests for service via the emergency or scheduled call taking screen.
    b. All users are unable to verify an address from within the emergency or scheduled call taking screen.
    c. The Inform CAD System is down and all workstations will not launch or function.
    d. The Inform CAD System is inoperable due to transactional data corruption caused by TriTech Software.
    e. The Inform CAD Reporting and Archiving Server is down and the system is configured to use the Reporting Server for dispatching functions (e. g., Premise History).
    f. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).
2. Inform Mobile, Inform Me:
    a. The Inform Mobile System, or Inform Me is down and all unit mobile devices are unable to log in or function.
    b. The Inform Mobile System is inoperable due to data corruption caused by TriTech Software.
    c. Law enforcement users are unable to send or receive justice queries (this priority applies if the functionality is available through no other available methods).
3. Inform Browser, and GISLink:
    a. There are no Critical Priority (Priority 1) issues for these products.

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform CAD:
    a. Inform CAD users are severely impacted due to one of the following conditions:
        i. A significant number of users (50% or more) are unable to verify an address from within the emergency or scheduled call-taking screen.
        ii. The inability to view/edit premise or caution note information.
        iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
        iv. The system does not perform unit recommendations.
        v. Inability to assign a unit to an incident.
        vi. Inability to change a unit's status.
        vii. Inability to close an incident.
        viii. Inability to view incident information needed to dispatch an incident.
        ix. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day
2. Inform Mobile, Inform Me:
    a. Inform Mobile, or Inform Me users are severely impacted due to one of the following conditions:
        i. Inability to receive new requests for service from Inform CAD.
        ii. Inability to view incident information needed to dispatch an incident.
        iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
        iv. Inability to enter a traffic stop or on-view incident.
        v. The inability to view premise or caution note information.
        vi. Disaster Recovery System, following a test failover is inoperable for more than one (1) business day.
3. Inform CAD/Mobile Interfaces:
    a. An Inform CAD Station Alerting Interface is down or Inform CAD Station Alerting Interface repeatedly fails to process a station alert, as part of a unit assignment, or if there is a reoccurring significant delay in the interface processing a station alert as part of a unit assignment (once it is diagnosed that is not being caused by the station alerting system).
    b. An Inform CAD Paging Interface is down.
    c. An interface used for personnel rostering is down.
    d. A CAD-to-CAD interface is down or repeatedly fails to process information into an incident.

   e. An Inform CAD Paging Interface repeatedly fails to process a unit alert as part of a unit assignment.
   f. An ANI/ALI interface repeatedly fails to process information into an incident.
   g. An interface to an external rostering system used to logon units is down.
   h. An AVL interface fails to process updates for over 50% of units.
   i. A mobile interface (MDT or MDC) repeatedly fails to process incident or status change information.
   j. A Standard CAD to External System Incident Data Transfer Interface License (RMS) is down.
 4. Inform Browser:
   a. Inform Browser is down and no workstations are able to login (unrelated to the Client's network).
 5. GISLink:
   a. There are no Urgent Priority (Priority 2) issues for this product.

Additional Information:

- Disaster Recovery and Training CAD/Mobile Systems do not generally qualify for after Normal Customer Service Hours support. This would change if the Production System has failed over to the Disaster Recovery System, or during a failover of the Disaster Recovery System, the Disaster Recovery System will be supported as the Production System. Following a test failover if the Disaster Recovery System is inoperable for more than one (1) business day, TriTech will work to resolve the problem according to the Priority 2 response and resolution criteria included above.

- Modifications to installed Inform CAD/Mobile Licensed Software that operates with State and National Criminal Justice Information Systems (State CJIS/NCIC) systems to accommodate Government Mandated Changes, as necessary, dictated by State and Federal agencies having authority over these programs will be provided in a subsequent update.

Inform RMS, Inform Jail, Inform FBR, Inform Fire

Priority	Issue Definition	Response Time
Priority 1 – **Critical Priority**	Normal Customer Service Hours Support for live operations on the production system: A system down event which severely impacts the ability of Users to log on the system, or severely impacts the ability of Users to book or release inmates. This is defined as the following: • Inform RMS, Inform Jail, Inform FBR, or Inform Fire server software inoperative • Loss of ability for all Inform RMS, Inform Jail, Inform FBR, or Inform Fire users to log on to system • Inform Jail system down • Loss of transactional data & transactional data corruption This means one or more critical server components are non-functional disabling Inform RMS, Inform Jail, Inform FBR, or Inform Fire workstations. These Software Errors are defined in *Special Note #1*, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. *After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS, Inform Jail, Inform FBR, and Inform Fire is not managed after Normal Customer Service Hours.* *If optional 24x7 support is contracted, after Normal Customer Service Hours: Thirty (30) minute call back after Client telephone contact to 800.987.0911.* Priority 1 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 2 – **Urgent Priority**	Normal Customer Service Hours Support for live operations on the production system: A serious Software Error with no workaround not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function, or severely impacts the ability of Users to book or release inmates. Such errors will be consistent and reproducible. • Loss of ability for Inform RMS users to enter Case (Incident, Arrest and Custody) records into the system • Loss of ability to transfer Inform FBR Reports • Unable to book or release inmates A significant number of the Inform RMS, Inform Jail, Inform FBR, or Inform Fire workstations are negatively impacted by this error (e.g., does not apply to a minimal set of Inform RMS, Inform Jail, Inform FBR, or Inform Fire workstations). These Software Errors are defined in more detail in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. *After Normal Customer Service Hours: Unless optional 24x7 support is contracted, support for Inform RMS, Inform Jail, Inform FBR, and Inform Fire is not managed after Normal Customer Service Hours.* *If optional 24x7 support is contracted, after Normal Customer Service Hours: One (1) hour call back after Client telephone contact to 800.987.0911.* Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response

Priority	Issue Definition	Response Time
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common Inform RMS, Inform Jail, Inform FBR, or Inform Fire function. Such errors will be consistent and reproducible. • Loss of Non-Critical Data (with "Non-Critical" being defined as not causing an error classified as a P1 or P2 error (above). • NIBRS State reporting issues that cause agency reports to exceed State error submission limits • UCR reporting multiple occurrence of inaccurate data A significant number of Inform RMS, Inform Jail Inform FBR, or Inform Fire workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative but not longer than 5 minutes after the initial phone call. High Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. High Priority issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Medium Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions	Normal Customer Service Hours: Telephone calls to 800. 987.0911will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via CH_ClientServicesTriage@tritech.com. Low Priority issues are not manager after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – **Critical Priority**	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 12 hours after notification.

Priority	Resolution Process	Resolution Time
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work continuously (including after hours) to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible and not later than 36 hours after notification.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 - Critical Priority issues meeting the previously noted criteria are defined as follows:

1. Inform RMS:
    a. The Inform RMS System Server is down and unavailable for queries.
    b. The Inform RMS is inoperable due to data corruption caused by TriTech Software.
    c. Law enforcement users are unable to send or receive justice queries and transactions (this Priority applies if the functionality is available through no other available methods within the TriTech Software).
2. Inform Jail:
    a. The Inform Jail System is down and all workstations will not launch or function.
    b. The Inform Jail System is inoperable due to transactional data corruption caused by TriTech Software.
    c. Inform Jail users are unable to book or release inmates.
3. Inform FBR:
    a. The Inform FBR Server is down and unavailable to process reports.
    b. The Inform FBR Server is inoperable due to data corruption caused by TriTech Software.
4. Inform Fire:
    a. The Inform Fire Server is down and unavailable to process NFIRS reports.
    b. The Inform Fire Server is inoperable due to data corruption caused by TriTech Software.

Special Note #2: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. Inform RMS:
    a. The inability to create, save, access, or close records.
    b. The inability to enter property in the evidence module.
    c. The inability to move a piece of property to another location.
    d. The inability to assign a case to an investigator.
    e. The inability to create UCR/NIBRS State Reports.
    f. The inability to complete an expungement on a name record.
    g. The system does not display active master name alerts.
    h. The system does not display active warrants for a master name.
2. Inform FBR:
    a. The inability to create, save, access, or close reports.
    b. The inability to transfer a report to RMS.
    c. The inability to provide master resolution during entry.
    d. A report is unable to complete the approval workflow.

3. Inform Jail:
    a. Inform Jail users are severely impacted due to one of the following conditions:
        i. Unable to book or release inmates.
4. Inform Fire:
    a. The inability to create save, access or close fire records.
    b. The inability to create save, access or close inspections records.
    c. The inability to create save, access or close hazard records.

Additional Information:

- State and Federal mandates relating to justice queries and reporting change from time to time. The following changes are considered covered support items:

A. Modifications to installed Uniform Crime Reporting (UCR) Program or National Incident Based Reporting System (NIBRS) facilities within the Inform RMS Licensed Software, or National Fire Incident Reporting System (NFIRS) within Inform Fire as necessary, in order to accommodate Government Mandated Changes dictated by State and Federal agencies having authority over these programs. Such modifications do not include fees associated with the development and implementation for transition from UCR to NIBRS, or costs for new hardware if applicable. TriTech will provide a quotation for associated services or hardware.

A. CrimeView Desktop, FireView Desktop

Priority	Issue Definition	Response Time
Priority 1 – Critical Priority	There are no Critical Priorities for CrimeView/FireView Desktop.	Not applicable.
Priority 2 – Urgent Priority	Normal Customer Service Hours Support: A serious issue with no workaround that severely impacts the ability of the system to process the data. • The Import Wizard continuous crashes upon trying to open it. A significant number of the CrimeView Desktop or FireView Desktop workstations are negatively impacted by this issue (e.g., does not apply to a minimal set of CrimeView Desktop or FireView Desktop workstations). This issue is defined in more detail in Special Note #1, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be immediately answered and managed by the first available representative but not longer than 5 minutes. Urgent Priority issues are not managed after Normal Customer Service Hours. Priority 2 issues must be called in via 800. 987.0911 in order to receive this level of response.
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of an Urgent Priority, has a workaround available, but which does negatively impact the User from performing a common CrimeView Desktop or FireView Desktop function. Such errors will be consistent and reproducible. • Recent data is not available • Error message in the Crystal Report • Diagnosis of TriTech Desktop software issues and errors • Diagnosis of Configuration issues A significant number of CrimeView Desktop or FireView Desktop workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800. 987.0911 by the first available representative. High Priority issues may also be reported via omega-support@tritech.com High Priority issues are not managed after Normal Customer Service Hours.
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User by preventing routine use of the system. This includes system administrator functions. • Annual updates • Geocoding issue • Licensing • Assistance with the setup of TriTech Desktop on a new server and/or user's computer • TriTech software updates These are defined in more detail in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800. 987.0911 will be answered and managed by the first available representative. Medium Priority issues may also be reported via omega-support@tritech.com. Medium Priority issues are not managed after Normal Customer Service Hours.

Priority	Issue Definition	Response Time
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions • Provision of the current TriTech Desktop tutorial (digital format)	Normal Customer Service Hours: Telephone calls to 800. 987.0911will be answered and managed by the first available representative but not longer than 5 minutes after the initial phone call. Low Priority issues may also be reported via omega-support@tritech.com. Low Priority issues are not managed after Normal Customer Service Hours.

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	No Critical Priority for CrimeView/FireView Desktop	Not applicable.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resume normal operations on the import system.	TriTech will work to provide the Client with a solution that allows the Client to resume normal operations on the import system within 48 hours of the call being received.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround within a timeframe that takes into consideration the impact of the issue on the Client and TriTech's User base.
Priority 4 – Medium Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 2 - Urgent Priority issues, meeting the previously noted criteria, are defined as follows:

1. CrimeView/FireView Desktop
    a. The Import Wizard continuously crashes when accessing the Import Wizard extension within ArcCatalog. This does not include ArcCatalog crashing on its own.

Special Note #2: Priority 4 – Medium Priority issues
1. Annual Updates
    a. Clients are entitled to two (2) saved query updates annually.
        i. The saved query updates are limited to the saved query groups included within the original application configuration and based on the original source field. Adding a new saved query group(s) or changing the source field will incur an additional cost.
    b. Saved query updates are by client request when new query values are made available
2. Geocoding issue
    a. Individual records are not geocoding, this does not include creating new address locators to the profile
3. The software updates includes compatibility with ArcGIS releases but will not be compatible with ArcGIS Desktop 10.5 and beyond due to technical limitation

Not included in support:
- Change RMS/CAD vendor(s)
- RMS/CAD database schema updates (field length, type, size…   table name change, etc…)
- Lookup table updates (code/description)
- Crystal Report updates
- GIS source file updates
- Geocoding rate enhancement
- Re-import of historical data
- Change the GIS format (Shapefile, Personal Geodatabase, File Geodatabase, ArcSDE Geodatabase, etc…) of the reference data or Import Wizard output data.
- Add/remove Import Wizard profile fields
- GIS editing
- Other source file integration
- Additional profiles

Subscription Service License & Use Agreement

I.   Subscription Service License and Use Agreement.

This Subscription Service License & Use Agreement (the "Agreement") is made by and between, TriTech Software Systems (hereinafter referred to as "TriTech") and the Client ("Client") TriTech and Client may also be referred to herein individually as "Party", or collectively as the "Parties". The Parties have entered into a System Purchase Agreement (the "Purchase Agreement") which includes the provision of the subscription services defined in this Agreement and the Statement of Work, if applicable (the "SOW") attached as Addendum A-1 to the Purchase Agreement.

II.   Services; Software.

A. Under the terms of this Agreement, TriTech will be responsible for providing the following services ("Services"):

(i)   Hosting TriTech's software ("Software") for its Subscription programs and corresponding module(s) as indicated in the Purchase Agreement;

(ii)   Providing the Client with technical support for the Software as set forth in <u>Schedule A ("Technical Support")</u>, database hosting and other related services as further defined in the Purchase Agreement and SOW;

(iii)   Providing the Client with remote access to search Client's data and, if purchased, report on Client's data through the Software and the applicable database(s) for Authorized Users (as defined in Section III (B) hereof) for 24 hours per day, 7 days per week, except as otherwise provided in Schedule A hereto with respect to scheduled maintenance; and further provided, that TriTech shall not be responsible for connectivity issues due to an event of Force Majeure, as defined in paragraph B below;

(iv)   Providing the Client with certain user manuals and/or on-line Software education or other information on the TriTech website to assist Client with its use of the Software ("Documentation");

(v)   Enabling Client to update the applicable databases and obtain the agreed upon data processing output;

(vi)   Providing any other Software related services stated in the Purchase Agreement (together, the "Subscription Services"). <u>Schedule A</u> and any Documentation may be updated by TriTech from time to time in its sole discretion upon written notice to Client;

(vii)   Providing the Client with initial training as stated in the Purchase Agreement; and

(viii)   Populating the Software and the associated database(s) with Client Information (as defined in Section VII (B) hereof) and otherwise assist Client with the setup of the Software (together, the "Implementation Services").

(ix)   If applicable, TriTech and Client shall mutually agree in writing on a schedule for transfer of data from Client's existing system to the applicable Subscription application.

B. Force Majeure. TriTech shall not be responsible for delays in performance, including connectivity issues, due to disruption of internet services, war, acts of terrorism, strike, fire, riot or insurrection, natural disaster, delay of carriers, governmental order or regulation, unavailability of facilities, equipment or software from suppliers, the actions or omissions of Client or its officers, directors, employees, agents, contractors or elected officials and/or other similar occurrences beyond TriTech's reasonable control.

C. This Agreement allows Client to use the Software located on TriTech's servers, to which Client will be granted limited remote access. Client shall not receive a physical copy of the Software in any form, but will have the ability to use the Software on TriTech's servers, and to access the Software remotely as directed by TriTech.

III. **License; Access.**

A. Provided that Client has paid the applicable Fees (as defined in Section IV (A) hereof), TriTech grants to Client a limited non-exclusive, non-transferable license to use the Subscription Services, including the Software located on TriTech's servers, through Client's computer(s) for Client's internal operational use only for the Term set forth in Section V unless otherwise agreed to by TriTech in writing, and TriTech shall perform the applicable Implementation Services for the Client. The Subscription Services may only be accessed by an Authorized User. Client is expressly prohibited from sublicensing, selling, renting, leasing, providing service bureau or timeshare services, distributing or otherwise making the Subscription Services or the Software available to third parties other than any third-party Authorized Users.

B. For purposes of this Agreement, an "Authorized User" is an individual (i) who is an employee of Client, a contractor or other representative of Client and (ii) who has been properly issued a valid password that subsequently has not been deactivated.

C. Access to the Subscription Services by Authorized Users is enabled only by passwords to Authorized Users. Client is solely responsible for the management and control of those passwords and Authorized Users shall not be permitted to disclose or transfer a password to any third party. Client shall assign a "Client Administrator" to provide such password management and control. Upon request by Client, additional Authorized Users' passwords shall be activated by TriTech.

D. Client acknowledges (i) that the protection of passwords issued to Authorized Users is an integral part of TriTech's security and data protection process and procedures and, (ii) that TriTech will rely on Client utilizing and maintaining proper password control obligations and procedures. In the event that Client has reasonable cause to believe that a password is being improperly used by an Authorized User or used by an unauthorized person, Client shall promptly notify TriTech. TriTech reserves the right to deactivate a compromised password immediately upon notice from Client without further notice to Client or the affected Authorized User. TriTech shall have the right, at its sole cost and expense, to utilize an independent certified accounting firm, to verify the number of passwords that have been issued for use by Authorized Users of the Client and use of these passwords within Client's organization in compliance with the terms of this Agreement.

E. The number of Authorized Users having the ability to access the Subscription Services at any single moment in time shall be specified In the Purchase Agreement.

IV. Fees; Payment; Taxes.

A. As consideration for use of the Subscription Services and the Implementation Services during the initial contract term, Client shall pay those fees and charges set forth in the Purchase Agreement (together, "Fees"). Subscription fees are due on an annual basis. Failure to pay may result in suspension or termination of your account until payment is made.   Thereafter, fees are subject to change upon each successive renewal which shall be mutually agreed and set forth in the Renewal Notice.

B. As consideration for use of the Subscription Services during renewal contract terms, Client shall pay those fees and charges set forth in the Renewal Notice (together, "Fees").

C. TriTech shall notify Client prior to the end of the initial subscription term of the subscription fees for the first renewal term. Unless otherwise agreed in writing, subscription fees shall be due on or before the commencement of each annual subscription term. Subscription fee for the first renewal term and all renewals thereafter shall be subject to increase on an annual basis at a rate of 5%.

D. All amounts due and payable to TriTech hereunder shall, if not paid when due, bear a late charge equal to one and one-half percent (1-1/2 %) per month, or the highest rate permitted by law, whichever is less, from fifteen (15) days after their due date until paid.

Remittance Address for Payments Only:
TriTech Software Systems
P.O. Box 203223
Dallas, TX 75320-3223

V. Term; Suspension of Services.

A. The Term of this Agreement shall be in accordance with the Master Contract. The "date of activation" will be defined as the date of the completion of Admin Training, at which time the Client will be able to access the system and authorize users. If Client terminates this Agreement at any time from contract execution through the Initial Term, Client shall pay one hundred percent (100%) of the remaining fees owed for the Initial Term plus implementation fees if not already paid. If Client terminates this Agreement for convenience during any Renewal Term, Client shall pay one hundred percent of the remaining fees owed for the Renewal Term.

D. If Client's scheduled Subscription Services payment or any other amount due and owing by Client to TriTech is delinquent, TriTech may, in its sole discretion, immediately terminate or suspend all or any portion of the Services forty-five (45) days after the date payment is due.

E Upon the effective date of expiration or termination of this Agreement: (i) TriTech will immediately cease providing Client with any Services it is providing and any other applicable component of the Services; (ii) all issued passwords shall be deactivated; and (iii) Client shall immediately pay in full to TriTech any and all monies that are owed by the Client to TriTech under this Agreement for the Services furnished up to the effective date of the Agreement's termination or expiration.

F. Upon TriTech's reasonable belief that tortious or criminal or otherwise improper activity may be associated with Client's utilization of the Services, TriTech may, without incurring any liability, temporarily suspend or discontinue the Services pending investigation and resolution of the issue or issues involved.

VI. Client Responsibilities.

A. In conjunction with its obligation to participate in the Implementation Services, Client will assign personnel with the required skills and authority to perform the applicable tasks effectively and, further, will make best efforts to meet its obligation to supply information and otherwise assist as necessary to effect the commencement of the Subscription Services via the Implementation Services. Management of Client's

responsibilities in conjunction with the Subscription Services after implementation shall be assigned to a Client Administrator who has attended training offered by TriTech to Client. The Client Administrator that the Client appoints may be replaced at any time at the sole discretion of the Client upon Client's written notice to TriTech so long as the newly appointed Client Administrator has attended TriTech's training. Client will be charged additional fees for any such training for Client's employees beyond the initial training for the Software that is a part of the Implementation Services.

B. Client is responsible for providing hardware, operating system and browser software that meets TriTech's technical specifications, as well as providing and maintaining a fast, stable, high speed connection and remote connectivity.

C. Client is solely responsible for the integrity of all data and information that is provided to TriTech under this Agreement (i.e., the Client Information), including completeness, accuracy, validity, authorization for use and integrity over time, regardless of form and format, and whether or not such data is used in conjunction with the Subscription Services. Further, it is solely Client's responsibility to assure that the initial and one-time importing of the Client Information into Client's database by TriTech has been properly performed, acknowledging that thereafter the completion of the initial setup of all Code Files not already populated by TriTech and the input and modification of Client's database shall be performed solely by Client. The Client Information that is to be included in Client's database shall be provided by Client in a digital form that complies with the requirements of the Client Information format as stated in TriTech's policy for inputting Client Information in any Documentation TriTech provides to Client. In addition, Client is solely responsible for the accuracy of any and all reports, displays and/or uses of Client Information, whether or not TriTech assisted Client with the development or construction of such reports and displays and other uses of the Client Information.

D. Client shall not attempt to decode, disassemble, copy, transmit, transfer or otherwise reverse engineer the Services, including, without limitation, the Software.

E. Client is responsible for maintaining an active e-mail account for correspondence with TriTech.

F. Client is responsible for maintaining the required certifications for access to Client's state CJIS systems(s), NCIC and/or other local state, federal and/or applicable systems.

G. Client is responsible for proper firewall maintenance allowing for data to move from their on-premise data contributing system to the applicable TriTech Subscription application.

VII. Confidentiality, Privacy and Business Associate Provisions.

A. In association with the execution of this Agreement and TriTech's participation in the use and support of the Software, Client has obtained, will have access to, or will obtain confidential information regarding intellectual property of TriTech, the Software and its contents, sales and marketing plans and other similar information (hereinafter referred to as "Confidential Information"). Client acknowledges that the Software itself represents and embodies certain trade secrets and confidential information of TriTech. Client hereby agrees that, for itself and its shareholders, officers, directors, employees, and agents, Client shall not disclose any of TriTech's trade secrets or confidential information without TriTech's prior written consent for any such disclosure.

B. In association with the execution of this Agreement and the participation of TriTech in the support of the Software, TriTech has obtained or will obtain confidential information of Client regarding the business of Client, Client Information for its utilization in connection with providing the Services to Client, the records of patients served by Client, accounts payable and accounts receivable of Client, trade secrets, customer lists, and other similar information. TriTech shall not disclose any of Client's confidential information without Client's prior written consent for any such disclosure. "Client Information" means confidential information about Client's business or its customers that (i) Client and/or its customers deliver to TriTech for use in its implementation of the Services, which Client subsequently updates and otherwise modifies, and (ii) TriTech hosts on services for access by and transmission to the Authorized Users via the Internet. TriTech shall not use any Client Information except as expressly set forth in this Agreement.

C. In addition to TriTech's obligations regarding nondisclosure of Client Information set forth above, in the event that TriTech is a "Business Associate," and Client is a "Covered Entity" pursuant to 45 C.F.R. § 160.103, TriTech shall perform its obligations under this Agreement with respect to Protected Health Information ("PHI") as provided in Addendum 1 attached to this Agreement.

D. Notwithstanding any provisions of this Agreement to the contrary, Client may terminate this Agreement if Client determines that TriTech has violated a material term of this Agreement with respect to its functions as a Business Associate in accordance with Addendum 1.

E. Confidential Information other than PHI as defined in Addendum 1, shall not include any information that is (i) already known to the receiving Party at the time of the disclosure; (ii) publicly known at the time of the disclosure or becomes publicly known through no wrongful act or failure of the receiving Party; (iii) subsequently disclosed to receiving Party on a non-confidential basis by a third party not having a confidential relationship with the other Party hereto that rightfully acquired such information; (iv) communicated to a third party by receiving Party with the express written consent of the other Party hereto; or (v) legally compelled to be disclosed pursuant to a subpoena, summons, order or other judicial or governmental process, provided the receiving Party provides prompt notice of any such subpoena, order, etc. to the other Party so that such Party will have the opportunity to obtain a protective order.

F. Each Party agrees to restrict access to the Confidential Information of the other Party to those employees or agents who require access in order to perform the Subscription Services, Implementation Services or Additional Services, acknowledging that certain Confidential Information of each Party may be disclosed to Authorized Users as a necessary function of the Subscription Services; and, except as otherwise provided, neither Party shall make Confidential Information available to any other person or entity without the prior written consent of the other Party.

E. Notwithstanding the foregoing, Client understands and agrees that TriTech may transfer Confidential Information of Client to a third party hosting entity for the purposes of providing the communications infrastructure, hosting services and/or related support and other operations necessary to deliver all or certain portions of the Services; provided that TriTech, in turn, binds such third party to confidentiality and non-disclosure terms that are at least as protective of TriTech's and Client's interests as the terms stated herein. Client acknowledges that TriTech shall have no responsibility or liability for unauthorized access to or dissemination of Client Information by Authorized Users or other third parties, whether as a result of breach of data security, misappropriation or misuse of passwords or any other cause.

VIII. Ownership.

A. TriTech owns all rights and title in and to the Services, including, without limitation, the Software, and any Developments, as that term is defined below. Further, Client agrees that the Subscription Services' screens and any output of the Services, excepting the Client Information, are the property of TriTech and subject to United States and other patent, copyright, trademark, trade secret and other applicable laws and treaties and Client agrees that it shall not remove, alter or obstruct any ownership or use legends that TriTech places on any such screens or output of the Services. Nothing contained in this Agreement shall be construed as granting Client any rights in or to the Subscription Services (including, without limitation, the Software and output of the Subscription Services), the deliverables from the Implementation or Additional Services or related Confidential Information, other than the right to use the Services and any applicable Confidential Information of TriTech during the Term, in accordance with this Agreement.

Client agrees that TriTech has and retains all rights to use any data and information relating to the Software and Services that it receives from Client including, without limitation, any information that constitutes, or results in, an improvement or other modification to the Software or the Services, but excluding the Client Information and PHI, or CJIS data.

As between the parties, TriTech agrees that all Client Information provided to TriTech under this Agreement for TriTech's use in connection with the Subscription Services is the property of Client; provided, however, TriTech shall have the right to retain Client Information in accordance with its obligations under the terms of this Agreement in the event that the return or the destruction of any Client Information is infeasible.

The term "Developments" shall mean all programs, upgrades, updates or other enhancements or modifications to the Software, if any, and all Documentation or other materials developed and/or delivered by TriTech in the course of providing technical support or otherwise, under this Agreement.

B. Client will not have the ability to copy the Client Information entered onto the Software. Rather, TriTech shall retain the physical copy of the Software, title, right and interest in and to the Software, including upgrades, updates, and/or other enhancements or modifications to the Software in any medium, including but not limited to all copyrights, patents, trade secrets, trademarks, and other proprietary rights.

IX. Disclaimer; Limitation of Liability.

A. THE SERVICES, SOFTWARE AND ANY DOCUMENTATION ARE MADE AVAILABLE FOR CLIENT'S USE "AS IS" AND EXCEPT AS OTHERWISE SPECIFICALLY STATED HEREIN, WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

B. TRITECH DOES NOT WARRANT THAT THE SOFTWARE WILL OPERATE UNINTERRUPTED OR ERROR-FREE. CLIENT AGREES TO INDEMNIFY TRITECH AGAINST ANY SUCH LIABILITY TO CLIENT, REGARDING THE CLIENT'S USE OF THE SERVICES, THE SOFTWARE AND ANY DOCUMENTATION OR OTHERWISE. IN NO EVENT SHALL TRITECH BE LIABLE TO CLIENT OR ANY THIRD PARTY, WHETHER IN CONTRACT, TORT, OR OTHERWISE FOR INCIDENTAL, SPECIAL, INDIRECT, GENERAL, OR CONSEQUENTIAL DAMAGE OR LOSS OF ANY NATURE, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS PROFITS, INCOME, LOSS OR USE OF DATA, WHICH MAY ARISE IN CONNECTION WITH

THIS AGREEMENT OR THE USE OF OR INABILITY TO USE THE SERVICES, SOFTWARE AND ANY DOCUMENTATION EVEN IF TRITECH HAD BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS CLAUSE SHALL SURVIVE FAILURE OF AN EXCLUSIVE REMEDY.

C. TRITECH DISCLAIMS ALL LIABILITY FOR THE ACCURACY AND/OR COMPLETENESS OF DATA, INCLUDING BUT NOT LIMITED TO DATA SUPPLIED WITH THE SOFTWARE OR AS ADDED OR MODIFIED BY CLIENT OR ANY THIRD PARTY, OR DATA AS PROCESSED ON CLIENT'S OR TRITECH'S COMPUTER NETWORK. CLIENT BEARS THE ENTIRE RESPONSIBILITY FOR ITS COMPUTER NETWORK, INCLUDING CLIENT'S USE OF THE SOFTWARE, THE PERFORMANCE OF THE SERVICES AND THE SOFTWARE AND THE BEHAVIOR OF THE DATA ON EITHER CLIENT'S OR TRITECH'S COMPUTER NETWORK.

D. TRITECH REPRESENTS AND WARRANTS TO CLIENT THAT, TO TRITECH'S CURRENT AND ACTUAL KNOWLEDGE, THE SOFTWARE, WHEN USED IN ACCORDANCE WITH THIS AGREEMENT, DOES NOT VIOLATE ANY EXISTING U.S. COPYRIGHTS, PATENTS, TRADEMARKS, OR OTHER INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY AS OF THE DATE OF THIS AGREEMENT. TRITECH SHALL INDEMNIFY AND HOLD CLIENT HARMLESS FROM AND AGAINST ANY AND ALL ACTIONS, SUITS, PROCEEDINGS, CLAIMS, DEMANDS, LOSSES, LIABILITIES, COSTS AND EXPENSES, INCLUDING REASONABLE ATTORNEYS FEES, INCURRED BY CLIENT ARISING OUT OF ANY BREACH OF THIS WARRANTY ON THE PART OF TRITECH.

E. IN NO EVENT SHALL TRITECH'S TOTAL CUMULATIVE LIABILITY HEREUNDER, FROM ALL CAUSES OF ACTION OF ANY KIND, WHETHER ARISING UNDER CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, BREACH OF WARRANTY OR OTHERWISE, EXCEED THE TOTAL AMOUNT PAID BY CLIENT AS FEES FOR THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRIOR TO THE OCCURRENCE OF THE EVENT THAT GAVE RISE TO SUCH CLAIM; OR, IN THE CASE OF BODILY INJURY OR PROPERTY DAMAGE, FOR WHICH DEFENSE AND INDEMNITY COVERAGE IS PROVIDED BY TRITECH'S INSURANCE CARRIER(S), THE COVERAGE LIMITS OF SUCH INSURANCE.

XI. Assignment.

Client shall not transfer or assign any of its rights or obligations under this Agreement to any other person or entity without the express written permission of TriTech, which permission shall not be unreasonably withheld. Any assignment without such express written permission of TriTech shall result in the automatic termination of this Agreement.

XIII. Governing Law.

Except to the extent that this Agreement is governed by the laws of the United States, this Agreement shall be governed, interpreted and enforced in accordance with the laws of the State of Florida, without regard to its conflict of law provisions.

XIV. Integration.

This Agreement and the Purchase Agreement contain the entire understanding between the parties and supersede any proposal or prior agreement regarding the subject matter herein.

This Agreement is made for the benefit of the parties, and is not intended to benefit any third party or be enforceable by any third party. The rights of the parties to terminate, rescind, or agree to any amendment, waiver, variation or settlement under or relating to this Agreement are not subject to the consent of any third party.

 If any term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement is held to be invalid or unenforceable, for any reason, it shall not affect, impair, invalidate or nullify the remainder of this Agreement, but the effect thereof shall be confined to the term, clause, sentence, paragraph, article, subsection, section, provision, condition or covenant of this Agreement so adjudged to be invalid or unenforceable.

Schedule A

TECHNICAL SUPPORT

This Schedule describes the terms and conditions relating to technical support that TriTech will provide to Client during the Term of the Agreement.

Product Updates:

From time to time TriTech may develop permanent fixes or solutions to known problems or bugs in the Software and incorporate them in a formal "Update" to the Software. If Client is receiving technical support from TriTech on the general release date for an Update, TriTech will provide the Client with the Update and related Documentation.

Technical Support Services:

Telephone Assistance. Client will be given the telephone number for TriTech's support line and will be entitled to contact the support line during normal operating hours, (between 7:30am and 7:30pm Central Time) on regular business days, excluding TriTech holidays, to consult with TriTech technical support staff concerning problem resolution, bug reporting, documentation clarification, and general technical guidance. Assistance may include remote connectivity, modem, or electronic bulletin board.

Critical Priority Telephone Assistance after Normal Customer Service Hours. After Normal TriTech Customer Service Hours, emergency support for Subscription applications will be answered by our emergency paging service. When connected to the service, the Client shall provide his or her name, organization name, call-back number where the Customer Service Representative may reach the calling party, and a brief description of the problem (including, if applicable, the information that causes the issue to be a **Critical Priority Problem**).

Website Support. Online support is available 24 hours per day, offering Client the ability to resolve its own problems with access to TriTech's most current information. Client will need to enter its designated user name and password to gain access to the technical support areas on TriTech's website. TriTech's technical support areas allow Client to: (i) search an up-to-date knowledge base of technical support information, technical tips, and featured functions; and (ii) access answers to frequently asked questions (FAQ).

Software Problem Reporting. Client may submit requests to TriTech identifying potential problems in the Software. Requests should be in writing and directed to TriTech by e-mail, FAX, or through TriTech's Support website. TriTech retains the right to determine in its sole discretion the final disposition of all requests, and will inform Client of the disposition of each request. If TriTech decides in its sole judgment to act upon a request, it will do so by providing a bug fix as described above.

Scheduled Maintenance. Subscription applications may be unavailable periodically for system maintenance. Regular system maintenance includes installation of the Subscription Updates, operating system updates/patches and updates to other third party applications as needed. Clients are notified of maintenance periods via an email message.

TriTech Service Commitment

Provided that Client remains current on payment of its Subscription fees and provides equipment and remote connectivity that meet TriTech's recommended specifications, TriTech shall:

- Maintain the Subscription Services hosting infrastructure which includes OS updates, third party software updates, and hardware upgrades.
- Provide product version updates within thirty (30) days of general availability for Cloud operations.
- Perform daily backups of application files.
- Perform multiple daily database backups.

Exclusions from Technical Support Services:

TriTech shall have no support obligations with respect to any third party hardware or software product ("Nonqualified Product"). If TriTech provides support services for a problem caused by a Nonqualified Product, or if TriTech's service efforts are increased as a result of a Nonqualified Product, TriTech will charge time and materials for extra service at its current published rates for custom software services. If, in TriTech's opinion, performance of technical support is made more difficult or impaired because of a Nonqualified Product, TriTech shall so notify Client, and Client will immediately remove the Nonqualified Product at its own risk and expense during any efforts to render technical support under this Agreement. Client shall be solely responsible for the compatibility and functioning of Nonqualified Products with the Software.

Client Responsibilities:

In connection with TriTech's provision of technical support as described herein, Client acknowledges that Client has the responsibility to do each of the following:

1) Provide hardware, operating system and browser software that meets TriTech's technical specifications, as well as a fast, stable, high speed connection and remote connectivity.

2) Maintain the designated computer system and associated peripheral equipment in good working order in accordance with the manufacturers' specifications, and ensure that any problems reported to TriTech are not due to hardware malfunction;

3) Maintain the designated computer system at the latest code revision level deemed necessary by TriTech for proper operation of the Software;

4) Supply TriTech with access to and use of all information and facilities determined to be necessary by TriTech to render the technical support described herein;

5) Perform any test or procedures recommended by TriTech for the purpose of identifying and/or resolving any problems;

6) At all times follow routine operator procedures as specified in the Documentation or any policies of TriTech posted on the TriTech website;

7) Other than TriTech's confidentiality obligations with respect to Client Information as set forth in Section VII of this Agreement, Client shall remain solely responsible at all times for the safeguarding of Client's proprietary, confidential, and classified information; and

8) Ensure that the designated computer system is isolated from any process links or anything else that could cause harm before requesting or receiving remote support assistance.

9) For Caller Location Query (CLQ) - set up and maintain a web certificate on a public facing server.

Security

1) TriTech maintains a Security program for security managing access to Client data – particularly HIPAA and CJIS information. This includes 1) a Pre-employment background check, 2) security training required by Federal CJIS regulations, and 3) criminal background checks/fingerprints required by Federal or State regulations. TriTech will work with the Client to provide required documentation (such as the CJIS Security Addendum Certification form and VPN documents).

2) If required by the Client, TriTech will provide paper fingerprint cards for such Security Approved personnel with the fingerprinting performed in the state of the TriTech staff's job assignment. If the Client requires fingerprints submitted in a form other than paper prints (such as Live Scan) or that such fingerprints be performed at the Client's site, the Client will reimburse TriTech for the cost of TriTech Security Approved Personnel traveling to the Client's site or for a vendor (such as Live Scan) to travel to the applicable TriTech Offices. This provision will apply during the duration of this Agreement.

Priorities and Support Response Matrix

The following priority matrix relates to software errors covered by this Agreement. Causes secondary to non-covered causes - such as hardware, network, and third party products - are not included in this priority matrix and are outside the scope of this Technical Support Schedule A.

This matrix defines the support issues, response times and resolutions for the Client's licensed Subscription application. __NOTE: Client will be utilizing the Community Data Platform Agreement for Search and Crimemapping.com.__

Note: Normal Customer Service Hours are 7:30am to 7:30pm (Central Time) on weekdays excluding holidays. Support after Normal Customer Service Hours is offered weekends, nights and holidays for Critical Priority issues only. Critical Priority (Priority 1) issues should always be reported via telephone at 800-987-0911.

Software Errors for other than Critical Priority may be reported via the web portal: TriTech.com; or email: CH_ClientServicesTriage@tritech.com. For CrimeView Dashboard, FireView Dashboard, CrimeMapping.com; NEARme, Field Ops: CrimeViewSupport@tritech.com.

Priority	Priority Definition	Response Times
Priority 1 – Critical Priority	Search. 24X7 Support for live operations on the production system. This is defined as the following: • The applicable server is down and all workstations will not launch or function; the Client is experiencing complete interruption of ability to do perform queries. • The applicable system is inoperable due to data loss or corruption caused by TriTech Software This means that one or more TriTech server components are down or inaccessible, disabling all usability of Client's workstations These Software Errors are defined in *Special Note #1*, below.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered immediately and managed by the first available representative but not longer than 5 minutes. After Normal Customer Service Hours: Thirty (30) minute callback after client telephone contact to 800.987.0911. Priority 1 issues must be called in via 800.987.0911 to receive this level of response. There are no Priority 1 issues for: CrimeView Dashboard FireView Dashboard CrimeMapping.com NEARme Field Ops
Priority 2 – Urgent Priority	Normal Customer Service Hours Support: A serious software error with no workaround and not meeting the criteria of a Critical Priority, but which severely impacts the ability of Users from performing a common function. Such errors will be consistent and reproducible. Generally, this means that a significant number of the system workstations are negatively impacted by this error (e.g. does not apply to a minimal set workstations). These Software Errors are defined in Special Note #2, below.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative but not longer than 5 minutes. Priority 2 issues for Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, and NEARme are not managed after Normal Customer Service Hours. Customer Service Number 800.228.1059 for: CrimeView Dashboard FireView Dashboard CrimeMapping.com NEARme Field Ops

Priority	Priority Definition	Response Times
Priority 3 - High Priority	Normal Customer Service Hours Support: A Software Error not meeting the criteria of a Critical or Urgent Priority, which has a workaround available, but which does negatively impact the User from performing common system functions. Such errors will be consistent and reproducible. • The system is unable to transfer data from external system to the TriTech system • The TriTech application system update causing system functions to be inoperative with no workaround A significant number of TriTech workstations are negatively impacted by this error (e.g., does not apply to a minimal set of workstations).	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative. Priority 3 issues for Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, and NEARme are not managed after Normal Customer Service Hours. Customer Service Number 800.228.1059 for: CrimeView Dashboard FireView Dashboard CrimeMapping.com NEARme Field Ops
Priority 4 – Medium Priority	Normal Customer Service Hours Support: A Software Error related to a user function which does not negatively impact the User from the use of the system. This includes system administrator functions or restriction of User workflow but does not significantly impact their job function.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative. Priority 4 issues for Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, and NEARme are not managed after Normal Customer Service Hours. Customer Service Number 800.228.1059 for: CrimeView Dashboard FireView Dashboard CrimeMapping.com NEARme Field Ops
Priority 5 – Low Priority	Normal Customer Service Hours Support: Cosmetic or Documentation errors, including Client technical questions or usability questions would be a part of this level.	Normal Customer Service Hours: Telephone calls to 800.987.0911 will be answered and managed by the first available representative. Priority 5 issues for Search, CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, and NEARme not managed after Normal Customer Service Hours. Customer Service Number 800.228.1059 for: CrimeView Dashboard FireView Dashboard CrimeMapping.com NEARme Field Ops

Priority	Resolution Process	Resolution Time
Priority 1 – Critical Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume live operations on the production system.	TriTech will work (including after hours) to provide the Client with a solution that allows the Client to resume live operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible.
Priority 2 – Urgent Priority	TriTech will provide a procedural or configuration workaround or a code correction that allows the Client to resume normal operations on the production system.	TriTech will work to provide the Client with a solution that allows the Client to resume normal operations on the production system. TriTech will use commercially reasonable efforts to resolve the issue as soon as possible.
Priority 3 - High Priority	TriTech will provide a procedural or configuration workaround that allows the Client to resolve the problem.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction within a timeframe that takes into consideration impact of the issue on the Client, TriTech's User base, and the date of submission. Priority 3 issues have priority scheduling in a subsequent release.
Priority 4 – Medium Priority	If TriTech determines that a reported Medium Priority error requires a code correction, such issues will be addressed in a subsequent release when applicable.	TriTech will work to provide the Client with a resolution which may include a workaround or code correction in a future release of the software. Priority 4 issues have no guaranteed resolution time.
Priority 5 – Low Priority	Low Priority issues are logged by TriTech and addressed at the company's discretion according to TriTech's roadmap planning process.	There is no guaranteed resolution time for Low Priority issues.

Special Note #1: Priority 1 –Search Critical Priority issues meeting the previously noted criteria are defined as follows:

      a. The server is down and all workstations will not launch or function; the Client is experiencing complete interruption of ability to do perform queries.
      b. The system is inoperable due to data loss or corruption caused by TriTech Software
      c. Field Ops is down and all unit mobile devices are unable to log in or function.

There are no Priority 1 issues for CrimeView Dashboard, FireView Dashboard, CrimeMapping.com, NEARme, or FieldOps.

Special Note #2: Priority 2 Urgent Priority issues meeting the previously noted criteria are defined as follows:

      a. The System has a serious Software Error that severely impacts the ability of Users to perform critical work functions. Such errors will be consistent and reproducible.
      b. The system is unable to generate and render reports
      c. Field Ops users are severely impacted due to one of the following conditions:
            i. Inability to receive new requests for service from Inform CAD.
            ii. Inability to view incident information needed to dispatch an incident.
            iii. The inability to send and receive text messaging (within CAD, CAD to Mobile, or Mobile to Mobile).
            iv. Inability to enter a traffic stop or on-view incident.
            v. The inability to view premise or caution note information.

ADDENDUM 1

BUSINESS ASSOCIATE ASSURANCE

In the event that TriTech Software Systems (referred to herein as "TriTech") is deemed to be a "Business Associate" of Customer, and Customer is a "Covered Entity," as those terms are defined in 45 C.F.R. § 160.103, TriTech, effective on or after April 14, 2003, or such other implementation date established by law, will carry out its obligations under this Agreement in material compliance with the regulations published at 65 Federal Register 82462 (December 28, 2000) (the "Privacy Regulations") pursuant to Public Law 104-191 of August 21, 1996, known as the Health Insurance Portability and Accountability Act of 1996, Subtitle F – Administrative Simplification, Sections 261, et seq., as amended ("HIPAA"), to protect the privacy of any personally identifiable, protected health information ("PHI") that is collected, processed or learned in connection with TriTech supplied services. In conformity therewith, Contractor agrees that it will use its reasonable best efforts to:

- Not use or further disclose PHI except: (i) as permitted under separate TriTech Support Agreement; (ii) as required for the proper management and administration of TriTech in its capacity as a HIPAA Business Associate of Customer, in the event TriTech is deemed to be a Business Associate of Customer for these specified purposes; or (iii) as required by law;
- Use appropriate reasonable safeguards to prevent use or disclosure of PHI except as permitted by the TriTech Service Agreement;
- Report to Customer any use or disclosure of PHI not provided for by the TriTech Service Agreement of which TriTech becomes aware;
- Ensure that any agents or subcontractors to whom TriTech provides PHI, or who have access to PHI, agree to the same restrictions and conditions that apply to TriTech with respect to such PHI;
- Make PHI available to the individual who has a right of access as required under HIPAA in the event TriTech maintains any PHI in a designated record set as defined by 45 C.F.R. § 164.501;
- Make available for amendment and incorporate any amendments to PHI when notified to do so by Customer in the event that TriTech maintains any PHI in a designated record set as defined by 45 C.F.R. § 164.501;
- Make available to Customer the information required to provide an accounting of the disclosures of PHI, if any, made by TriTech on Customer's behalf, provided such disclosures are of the type for which an accounting must be made under the Privacy Regulations;
- Make its internal practices, books and records relating to the use and disclosure of Customer's PHI available to the Secretary of the Department of Health and Human Services for purposes of determining Customer's compliance with HIPAA and the Privacy Regulations;
- At the termination of the TriTech Service Agreement, return or destroy all PHI received from, or created or received by TriTech on behalf of Customer. In the event the return or destruction of such PHI is infeasible, TriTech' obligations as defined in this Business Associate Assurance shall continue in force and effect so long as TriTech possesses any PHI, notwithstanding the termination of the Agreement for any reason. Notwithstanding any provisions of the TriTech Service Agreement to the contrary, Customer may terminate the Agreement if Customer determines that TriTech has violated a material term of the Agreement with respect to its functions as a Business Associate.
- Implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the Electronic

Protected Health Information ("e-PHI") that it creates, receives, maintains, or transmits on behalf of Covered Entity, as required by the Security Rule at 45 C.F.R. §164.308, *et seq*.

- Implement reasonable and appropriate policies and procedures to comply with the standards, required implementation specifications, or other requirements of the Security Rule that apply to Business Associates.
- Promptly report to Covered Entity any Security Incident of which it becomes aware.
- Comply with applicable breach notification provisions and notify Customer of a breach of unsecured PHI in accordance with Subpart D of 45 C.F.R. Part 164, as applicable.

Permitted and Required Uses and Disclosures by TriTech

Except as otherwise limited by the Agreement, TriTech may use or disclose PHI as necessary to perform any and all functions, activities, or services for, or on behalf of Customer if such use or disclosure of PHI would not violate applicable laws and regulations relating to the privacy and security of PHI. Except as otherwise limited in the Agreement, TriTech may use PHI for the proper management and administration of TriTech or to carry out the legal responsibilities of TriTech. TriTech may disclose PHI for those purposes required or otherwise permitted under applicable law or regulations. Except as otherwise limited by the Agreement, Business Associate may use PHI to provide Data Aggregation services to Covered Entity as permitted by 42 CFR § 164.504(e)(2)(i)(B) if TriTech has been otherwise engaged by Customer to perform these services.

ADDENDUM A-1
STATEMENT OF WORK

Hillsborough County Aviation Authority, FL

Inform CAD, Inform Mobile, and Inform RMS Web Upgrade

Version 6

Document Control

Date	Version	Details/Changes	Author
March 1, 2017	1	Initial draft	TriTech
August 30, 2018	2	Updated to match current items in the quote. Incorporated sections to provde better overview of process for Inform RMS Web upgrade.	Jim Mulford
February 21, 2019	3	Revised to add the following items to Section 2.1, Overview of Project Deliverables: • Advanced Reporting Module (ARM) • IQ NEARme • Field Ops • CDP CrimeMapping.com and Search • Inform CAD CLQ Added implementation details for Field Ops, Advanced Reporting Module, NEARme, and CDP CrimeMapping.com.	Jim Mulford
April 26, 2019	4	Updated to current pricing	Don Doepke
Sept 13, 2019	5	Updated with revisions from Sept 13, 2019 review. Added sections for Inform CAD Workshop and Remote Mobile Configuration Workshop.	Jim Mulford
Sept 17, 2019	6	Minor edits: • Changed occurrences of 'System Purchase Agreement' to 'Cost Proposal' • Revised section heading 'Inform CAD System Administration Training (TriTech Site)' to 'Inform CAD and Mobile System Administration Training (TriTech Site)' to match listing in quote. • Deleted note in Inform CAD/Mobile Functional Testing (FT) section regarding only providing this optional item if purchased since it is listed in the quote.	Jim Mulford

Note: Prior to finalizing the document, select all of the document text (ctl-A) and activate F9 to update reference fields and the table of contents.

Table of Contents

1 OVERVIEW

1.1 Statement of Work

This Statement of Work (SOW) defines the services and deliverables that TriTech will be providing in accordance with the terms and conditions of the Master Contract including attachments (the "Contract") between TriTech Software Systems (TriTech) and Hillsborough County Aviation Authority FL ("Client").

The pricing and services for this project include the TriTech rapid implementation methodology requiring the project duration not exceed a period of seventeen (17) months to Go Live. If the project exceeds the expected duration due to client delays, additional services must be purchased. Included in this methodology is the Functional Testing (provided this optional service is purchased) and overall system readiness assessment of all Subsystems and Interfaces prior to Go Live, which requires that all deliverables be complete prior to Go Live.

This project description includes the services and deliverables specified in Exhibit G Cost Proposal of the Contract, including if applicable, TriTech Software and services, Third Party products and services for the implementation of the System and Subsystems specified in the Cost Proposal (collectively the "Project").

In some cases, the framework of Deliverables documented by this SOW for this Project are further defined through additional documents such as Operational Scenario Documents (OSD); Interface Functional Configuration Documents (IFCD); User and Administrator Documentation, and Training Materials.

The number and type of software licenses, products, or services provided by TriTech or its Subcontractors are specifically listed in the Cost Proposal and any reference within this document as well as Subcontractors' SOWs (if applicable) does not imply or convey a software, license, or services that are not explicitly listed in the Cost Proposal.

1.2 Project Implementation Definitions

Unless otherwise defined herein, capitalized terms within this document have the meanings described in the Definitions section of the Purchase Agreement and where applicable Software Support Agreement.

The following terms are included in this document. Since these terms can be used differently in other settings, these definitions are provided for clarity.

- Project Schedule means the schedule providing dates and timeframes for completion of tasks and Deliverables during the course of this Project. The Project Schedule is subject to change at the mutual agreement of TriTech and the Client as further described in this SOW.

- The OSD provides an operational description of a capability or feature within the applicable TriTech solution in sufficient detail that both Client and TriTech team mutually agree to the expected deliverable. The OSD provides the "what", "how," and the information flow (including data flow and data elements, when appropriate) of the capability or feature. The OSD does not provide the technical or internal design of how TriTech's Development team will accomplish the requested feature. An OSD will be provided for each contracted product customization to be developed. Once approved by the Client, the OSD becomes the basis for TriTech's development. Once approved, any further changes requested by the Client to the OSD and/or design may incur additional costs to the Client.

- Standard Interface Functional and Configuration Document (IFCD) defines the functionality of the Standard Interfaces. These documents are standard, published TriTech documents, and are not specific to a Client.

1.3 General Client Responsibilities

In addition to those Client responsibilities stated elsewhere in this SOW, the Client is responsible for:

1) Electrical facilities (e.g., outlets, generator and other electrical infrastructure facilities) required for this project, including necessary maintenance.

2) Cabling (e.g., power, network, interface and other electrical and data transmission lines) required for this project, including necessary maintenance.

3) Network/communications connections (e.g., LAN/WAN, commercial wireless, telephone, VPN, and other voice/data connections), or ongoing network/communications charges associated with installation, operation or support of the proposed system including the establishment and maintenance of security accounts.

4) Configuration and/or programming of network routers, switches and bridges – this includes providing information to TriTech staff on any firewalls within the overall network that the system will operate and necessary port access for the system to operate in accordance with TriTech documentation.

5) The installation, configuration, maintenance (including patch management and upgrades of Microsoft software required by the System.

6) The installation of servers into racks and the connection of such servers to network switches.

7) The assignment of machine names and IP addresses for servers to be utilized by the System. This includes joining the servers to the network and the assignment of security accounts as specified by TriTech documentation.

8) Any hardware and third party software or services necessary for implementing the System that is not listed as a line item in the Cost Proposal as a TriTech Deliverable. This includes workstations, server hardware, network equipment, telephone or TDD equipment, performance test software, Microsoft licenses, Disaster Recovery Software.

9) Configuration, maintenance, testing, and supporting the Third Party Systems that the Client operates and which will be interfaced with as a part of this project. This project includes the contracted Interfaces listed in Appendix A - Standard TriTech Interfaces and Appendix B - Custom TriTech Interfaces. The Client is responsible for maintaining and supporting these systems in good working order. The Client is responsible for providing Application Programming Interface (API) documentation to these systems that document the integration process for the level of interface integration defined by TriTech's response to the RFP, as described by TriTech responses to the RFP as well as Interface IFCD and approved OSDs. The Client is also responsible for any cost associated with the development, or configuration of the Third Party System Vendor side of the Interfaces.

10) Consoles, furniture or fixtures as well as any modifications to install equipment used for Systems or Subsystems specified by the Purchase Agreement into existing consoles, furniture, vehicles or existing facilities. Installation of Workstations into consoles, furniture, vehicles or like items, is the responsibility of the Client.

11) Active participation of the appropriate personnel with the necessary background knowledge and availability in the Project implementation meetings and working sessions during the course of the Project. Examples of such implementation sessions are Configuration and Administration Workshop,

Functional Testing, Training, regular Project meetings, discussion regarding Interfaces, system installation planning, and the like.

12) The provision of Code Files and GIS data as requested by TriTech staff. This information must be provided based on the agreed upon project schedule in order to meet the project timelines. This information will be provided in a format requested by TriTech staff in accordance with TriTech Documentation.

13) Assistance with any non-TriTech systems and/or databases the IQ CrimeView application or import process will interface with in order to obtain data or provide functionality. Common examples include provision of data dictionaries, ODBC connectivity, and information pertaining to the type, location, and structure of data in the source CAD, RMS, or other source database(s) or data file(s).

14) As defined by the project plan and, where required, approval of Functional Testing (FT) documents, OSDs, IFCDs, Task Completion Reports (TCR) and/or other project documentation as further defined in this SOW.

15) Completion within the timelines of the agreed upon project schedule of Data Categorization Worksheets, Application Reviews and, where appropriate, Content Building for the IQ CrimeView application.

16) Provide a facility with the required computer and audio-visual equipment for training.

17) Completion of Functional Testing for each of the TriTech Subsystems based on the agreed upon project schedule.

18) TriTech pricing for this Project assumes that all Client supplied products and services required to support the project will be delivered according to this agreed to Statement of Work, based upon a mutually agreed upon project schedule. This timeline will require a commitment by Client staff to attend project meetings, attend training, and execute action items in a timely fashion. Should the Client find that it is unable to support the agreed to schedule, TriTech reserves the right to execute a mutually agreed to Project Change Order. The Change Order will make the necessary modifications to schedule and/or scope of the project and, if applicable, allow TriTech to recoup any additional costs which may be incurred by TriTech as a result of Client delays.

19) The Client is responsible for providing remote connectivity to TriTech for the purpose of installation, configuration, testing, and troubleshooting of TriTech's applications at the Client site. TriTech's approved remote connectivity methods are described in the System Planning Document.

20) Connect and configure any Third Party hardware (such as Bar Code Scanners, Bar Code Printers, Biometric Fingerprint Scanners, and Signature Pads) to Client workstations, if these services are not explicitly listed in the Cost Proposal.

21) The Client is responsible for the creation and ongoing maintenance of SSL certificates required for the operation of the software of on-Premise hardware. This includes the tracking of expiry dates and the timely renewal of certificates.

1.4 Project Exclusions

1) TriTech Software Systems provides software applications that it develops. These applications are sold as is and are considered to be "Commercial Off The Shelf" (COTS) software packages. The functionality of these products will be based on TriTech's current design and functionality of these

COTS products, unless otherwise indicated in the Purchase Agreement, or if applicable, TriTech's responses to the RFP.

2) Work, software, services, hardware, Systems, Subsystems, product/software modifications, or any other deliverables not explicitly stated in the Purchase Agreement will not be included in the Project.

3) Any modification to TriTech standard products or customizations to such products that are not explicitly stated in the Purchase Agreement are excluded from the scope of this Project.

4) Changes in scope will only be executed through a mutually agreed upon Change Management Process, as described in the Project Management Plan.

5) TriTech is not responsible for the deficiencies in the Client's internal or contracted network to support remote Inform CAD, Inform RMS, Inform Jail or other Subsystem workstations.

6) TriTech is not responsible for the deficiencies in a Client's internal or contracted network to support some of the extended features of Inform Mobile and Inform Field Based Reporting products due to bandwidth or limitations in wireless coverage.

7) TriTech is not responsible for the removal of the old (legacy) equipment, hardware, furniture, consoles, cabling, as part of the Project implementation unless specifically stated in the Purchase Agreement and this SOW.

8) This project does not include the conversion or importing of any personnel/user data or system codes into the Inform Subsystems except as included in the Purchase Agreement. It is the Client's responsibility to enter this data into the Inform Subsystem.

9) Unless otherwise stated, this project does not include reconfiguring the data import process for IQ CrimeView for a separate or replacement CAD, RMS, or other source database/system after the initial configuration is initiated.

10) This project does not include creation or modification of GIS data by TriTech staff.

11) There are no contracted software modifications.

2 PROJECT DELIVERABLES

2.1 Overview of Project Deliverables

This project will provide a combination of software and services that comprise the System for use by the Client's Public Safety Organization(s). The individual Subsystems to be provided will comprise the overall System. The Cost Proposal specifies the software licenses included in this Project by the quantity and environment in which licensed. This includes all Server and User Licenses, Standard and Custom Interfaces, as well as other TriTech tools and utilities.

The Cost Proposal for this project incorporates the following major Subsystems :

1) Inform CAD (Production, Test or Training)

2) Inform Mobile (Production, Test or Training)

3) Inform RMS (Production, Test or Training)

4) IQ Search subscription

5) IQ CrimeView (to include Middleware, Hosted Dashboard & Subscription)

6) IQ CrimeView (Analytics) Advanced Reporting Module (ARM)

7) IQ NEARme

8) Field Ops

9) CDP Crimemaping.com and Search

10) Inform CAD Caller Location Query

11) Inform CAD Browser

12) Inform CAD GISLink

13) Inform CAD Archive and Reporting Server

14) Inform CAD Routing Server

15) Disaster Recovery (for Inform CAD and Inform Mobile)

16) System Interfaces as listed in the Appendices to this SOW

Implementation of different components of the Subsystems is performed in a series of interrelated processes. Many processes can be performed concurrently while others are sequential in nature. TriTech has implemented process gates to ensure successful completion of tasks in the optimal order before a subsequent activity begins.

The only reference for the number and type of software licenses is the Cost Proposal. Any reference within this document to services associated with a specific software product does not imply or convey a software license for products that are not listed in the Cost Proposal.

2.1.1.1 Standard TriTech Software Deliverables

The functionality provided by Standard TriTech Software Products, including Interfaces (the core TriTech Software and Interfaces without any Modifications) is defined by TriTech Standard documentation such as User and Administration Guides for TriTech's major Subsystems such Inform CAD, Mobile, RMS, IQ Search, and other Standard Software products. Standard Interface Functional and Configuration Documents (IFCD) define the functionality of the Standard Interfaces. These documents are standard, published TriTech documents, and are not specific to a Client.

Standard TriTech Interface Software to be delivered through this Project is identified as software licenses in the Cost Proposal. The functionality provided by Standard TriTech Interface Software is defined by TriTech IFCDs.

Any Modification to the functionality of Standard TriTech Software within the System, or Subsystems, shall follow the Change Management Process as described in Section 5.2, Change Management Process. The scope of the Modification will be described in an OSD. Release of all Modifications to TriTech's Standard Interfaces will follow Subsystem release cycles (i.e., Inform CAD, Inform RMS, and the like).

2.1.1.2 Contracted Custom Interface Software

Custom Interfaces to be created by TriTech are identified as individual software licenses in the Cost Proposal. A high-level description of the intended functionality and scope is attached as part of Appendix B - Custom TriTech Interfaces to this SOW. The detailed functional scope of any custom Interface procured through the Purchase Agreement will be defined by an OSD, which will be developed and delivered to the Client during the project.
Any changes in the requirements documented in the System OSDs, post-approval of the OSDs are subject to formal Change Order.

2.1.1.3 Disaster Recovery Environments

The Disaster Recovery environment(s) for this Project is designed to address the failure of components of the server infrastructure; a failure of the primary database server at the primary server location; or a failure of the majority of the server infrastructure at the primary server location.

In the event where there is a significant failure of the primary server infrastructure, the Hot Standby and/or Disaster Recovery environment allows staff to connect to a Disaster Backup System located at a remote location in order to continue operations. This scenario is particularly applicable in situations that involve power and/or network outages, facility failure, and lack of access to the primary server environment. TriTech will provide Disaster Recovery documentation (Failover Document and Switch-Over to the Disaster Recovery Server) that describes the technology that supports on-going operation of System(s) in this situation. This is also managed through TriTech approved Disaster Recovery software.

Failover to the Disaster Recovery system in each of above scenarios involves a number of manual and automated steps to activate TriTech files and configurations applicable for the Disaster Recovery System. TriTech will provide the necessary pre-staged files and the procedure specific to such files. Similar steps will be followed for a failback process. The Client must ensure that trained personnel are available for failover/failback and that applicable documentation is carefully followed. Additional Information is available in the System Planning Document and the TriTech operational manuals for Hot Standby Servers and Disaster Recovery Systems.

> **Note**: The Synchronization between Primary and the Disaster Recovery server requires a TriTech approved third party Disaster Recovery Software. If the license for this synchronization software is not explicitly listed in the Cost Proposal (purchased through TriTech) the Client is responsible for procurement of the required licenses for this software.

The Purchase Agreement for this project includes the following Disaster Recovery Systems:

1) Inform CAD
2) Inform Mobile

3)   Refer to Appendix A - Standard TriTech Interfaces and Appendix B - Custom TriTech Interfaces for the list of DR Interfaces that are included in this project

3   TRITECH PROJECT ROLES AND RESPONSIBILITY

3.1   Overview

TriTech will appoint a team of specialized personnel that will implement the Project under the direction of TriTech's Project Manager. The team will be multi-disciplinary and the team members may specialize in different products or Subsystems. Team members may be engaged in different phases of the Project as necessary and in some cases are involved in the Project for a limited timeframe.

The descriptions of personnel roles noted below provide an overview of typical Project team members. Other personnel may be involved under the direction of the TriTech Project Manager in order to complete the requirements of the Project.

3.2   TriTech Project Manager

TriTech has appointed a TriTech Project Manager as the principal TriTech contact who will be responsible for managing TriTech's responsibilities related to the implementation of the Project, as described in this SOW and within the scope of the Purchase Agreement.

The Project Manager utilizes a standardized methodology for project implementation, project management, and risk identification and management. TriTech's Project Manager is responsible for Project scheduling and management of TriTech Project personnel and applicable Subcontractor/supplier resources, budget management, identification and management of Project risks, and communication with the Client's Project team. The TriTech Project Manager will be responsible for the collaborative coordination of Client resources in an effort to ensure that avoidable Project delays are minimized.

The Project Manager is involved in the Project beginning with the SOW development and continuing through post Go Live Project closure activities. The Project Manager may be an active participant in many of the milestone events through the course of the Project including Configuration and Administration Workshop and Go Live. The Project Manager will organize a bi-weekly Project status call with the Client and necessary Project team members. Additionally, the Project Manager will provide the Client with a written Project status report on a monthly basis, as further defined in this SOW.

3.3   Systems Engineer

The Systems Engineer is responsible for two primary functions, within the scope of the Project: 1) configuration of Standard TriTech Interfaces (including configuration documentation), and 2) development of software requirements documentation for Custom Interfaces. The Systems Engineer will additionally participate in testing of each of these Subsystems. In some cases, Development Engineers may perform the role of the Systems Engineer for specialized interfaces, particularly for Inform RMS and Inform Jail interfaces.

3.4   Inform Business Analyst

The Inform Business Analyst is responsible for the configuration of the Inform software based on the Client's system requirements, business rules, configuration data, and reporting needs. The Business Analyst will provide consultation services to the Client with regard to the configuration and operation of CAD, Mobile, and RMS. The Inform Business Analyst is also responsible for conducting the workshops and providing consulting support throughout the Project implementation life cycle.

The Business Analyst will be an active participant in many of the milestone events through the course of the Project.

3.5   GIS Analyst

As part of the implementation team, TriTech utilizes a GIS Analyst that specializes in geographical Information technology. The GIS Analyst is responsible for 1) performing an analysis regarding the Client's GIS source data; 2) consultation services regarding converting the GIS source data for use in Inform CAD, Inform Mobile, and Inform RMS; 3) providing training for applicable TriTech GIS tools as included in the Cost Proposal; 4) preparing the one-time GIS data configuration for the Inform Product Suite.

3.6   IQ CrimeView Implementation Specialist

The IQ CrimeView Implementation Specialist specializes in GIS (Geographic Information Systems), ETL (Extract, Transform, Load) data processes, and public safety analysis. This individual is responsible for assisting with software installation and configuration, assessing GIS and other data, configuring the SQL, geocoding, and ETL middleware interfaces, configuring the end user application and training administrators and users. The IQ CrimeView Implementation Specialist will also coordinate deployment/installation of web applications and advising on server and web configurations related to those applications.

3.7   Client Installation Services Team

TriTech's Client Installation Services (CIS) team is responsible for installation and integration of TriTech Software onto the system hardware identified for this Project. This team works closely with the Client's staff to coordinate IP and network addressing, security accounts, network connections, and remote access to the System.

This process is described in greater detail in Section 7.2, System Installation of the SOW.

3.8   Technical Services Group

Customer service functions and technical support for the Client's System during the Project is coordinated by the TriTech Project Manager. After Go Live, TriTech's Technical Services Group is responsible for providing on-going support for the Client's System as defined in the Purchase Agreement and the Software Support Agreement.

3.9   Account Manager

The Account Manager is an important resource to the Client throughout the life of their System. The Account Manager will be the primary contact and liaison for non-technical support issues, system changes, and billing questions. They provide support for general customer service requests, manage requests for new software and services, and provide assistance with planning technology upgrades post System Go Live.

Having the Account Manager participate as a key Project member provides an enhanced level of continuity for the Client as they continue their relationship with TriTech.

4 RECOMMENDED CLIENT ROLES AND RESPONSIBILITIES

4.1 Overview

Implementation of the Subsystems in a manner that meets the Client's operational needs requires collaboration with the Client's team. In general, the Client's Project team should include staff experienced in the operation and administration of the Client's current public safety technology systems as applicable to the scope of this project. Such teams may include representatives from users to stakeholders. These "subject matter experts" must be engaged through the course of the Project from initiation until live operations, and may be involved in the support and maintenance of the System and Subsystems after Go Live.

The provided role descriptions define specific responsibilities. The Client may elect to create individual positions, combine responsibilities, and/or assign responsibilities within their current organizational structure. Often, there is overlap with these core responsibilities - therefore, the team can generally be kept to a small group, dependent upon the complexity of the system being implemented and the number of Subsystems.

In addition, it is recommended that the Client, early in the implementation process, identify those persons that will be responsible for the ongoing maintenance of the Client's System to include the technical and business processes. The application Administrators, as well as the System Administrator, are key to the success of the Project. It is paramount that the Client develops this team during the implementation process so that the Client successfully achieves a degree of self-reliance with the understanding of each of the Systems in addition to the generalized technical responsibilities.

4.2 Project Manager

The Client's Project Manager is the principal Client contact who will manage a team of Client Project personnel. The Client's Project Manager manages and coordinates the Client's resources responsible for completing assigned Project tasks and activities.

Activities include facilitating Project Schedules and meetings, timely approval and processing of invoices, review, and approval of Task Completion Reports ("TCRs"), Project management plans, applicable configuration sheets, OSDs and IFCDs, review of the Project and Functional Testing documentation, and management of the Client's staff. Additionally, the Client's Project Manager is responsible for coordinating the efforts, activities, and communications between TriTech and third party vendors that are not TriTech Subcontractors, as well as any deliverables from these vendors to the Project.

4.3 System Administrator

The Client's System Administrator is the individual primarily responsible for managing the technical back-end of the System including Windows, SQL Server, network, hardware, data back-ups and log management. This individual is the primary technical point of contact representing the Client.

As identified in the Purchase Agreement and the Software Support Agreement, following the initial system installation, administration, and support for hardware (including the software operating system) and network components are the responsibility of the Client. The Client needs to plan for support and maintenance through the development of Client resources, other departments within the Client's organization, or by contracting for such services. The Client should establish procedures for managing warranty service of hardware.

Activities for this position include 1) management of Microsoft Windows Operating System including patches and service packs; 2) management of Microsoft SQL Server including patches and service packs; 3) implementation of software prerequisites (in accordance with TriTech Documentation) on computers as needed for current operations and System upgrades; 4) monitoring, management and maintenance of the Client's network including LANs, WANs, wireless networks, security accounts and support connectivity (in accordance with TriTech Documentation); 5) hardware maintenance and troubleshooting; file and data back-ups and software and error log management; and 6) creation, maintenance and renewal of certificates of on-Premise systems.

Time commitment will vary with the number of computers on the system, the complexity of the network (including the use of a WAN) and the number of personnel to be managed in network access. If the System LAN is connected to the Client's administrative LAN/WAN[1], coordination will be important to avoid problems with the Client's network traffic. Personnel involved in System Administration should attend the applicable TriTech System Administrator Course(s). Where a large team is involved, a core team should attend a System Administrator Course and then the Client's System Administration team should conduct a smaller version of the training for local staff.

4.4 Inform Application Administrator

The Inform Application Administrator(s) will have the responsibilities for the implementation, configuration, and maintenance of the Inform software. This person or persons will be engaged in the implementation of the Inform Software and will participate in making decisions as it relates to implementing the Inform Software.

The Inform Application Administrator will attend all of the Workshops as purchased throughout the Purchase Agreement. This person should have a comprehensive understanding of the internal structure and workflow of the Client's departmental policies and procedures.

The Inform Application Administrator will be responsible for building and maintaining the Code Files, Templates and Workflows. Additional activities include TriTech software setup, assignment, and management of the agency-specific Code Files, Template creation/maintenance, Workflow configurations, evaluation and implementation of version updates, reporting, prioritization, and management of support issues.

4.5 Subject Matter Experts

Input from subject matter experts in all applicable areas (Dispatch, Records, Investigations, Field representatives including Interfaces and external Systems that integrate with TriTech Systems) is essential to successful implementation of the system. The subject matter expert(s) in each area are the individuals who are knowledgeable about the current operational and technical specifications of the system, the data flow between and among different applications, and any limitations associated with each application.

For Standard and Custom Interfaces, subject matter experts may be from the Client Agency and third-party vendors. If the vendors are not TriTech Subcontractors, the Client will be responsible for engaging them in necessary discussions and documentation of the requirements.

---

[1] TriTech recommends a dedicated LAN for CAD as documented in the System Planning Document.

The Client should involve a fully dedicated person or persons during the scheduled activities, such as requirements analysis, demonstration of the applications (if applicable), review of requirements documentation, the testing process, and other events that are described in later sections of this SOW. Post implementation, the involvement of the subject matter experts should be limited to maintenance only.

4.6 Application Trainers

A team of trainers is needed for training the Client staff on TriTech Software on an on-going basis. Trainers will be responsible for reading TriTech Software release notes and maintaining an understanding of new and existing features.

The Client should involve a fully dedicated person or persons during scheduled activities such as training sessions. Post implementation, the involvement of the subject matter experts should be limited to maintenance only. These personnel should attend the applicable product-specific training courses.

4.7 GIS Analyst

The GIS Analyst is responsible for the mapping components required for Inform CAD, Inform Mobile, Inform RMS, and IQ CrimeView. Activities include providing the initial GIS files to TriTech for analysis. The GIS Analyst will be responsible for updating the Inform CAD and Inform Mobile Streets data using GIS Link, and working with TriTech's GIS Analyst to implement mapping components for Inform RMS and IQ CrimeView.

During scheduled activities, the Client should have a fully dedicated person or persons. Post-implementation workload is based upon the number and type of GIS data edits that will be necessary for the local operations. This person (or group of people) should attend GISLink training.

4.8 IQ CrimeView Dashboard Administrator

The IQ CrimeView Dashboard Administrator(s) will be responsible for the management of the application, including users, permissions, and organization, as well as coordinating or providing any ongoing internal user training. This person or persons will be engaged in the implementation of the system and will participate in making decisions relating to its configuration.

The Dashboard Administrator will attend all of the Workshops/Trainings as purchased throughout the Purchase Agreement. This person should have a general understanding of the Client's internal structure and workflow.

4.9 IQ CrimeView Dashboard Designer

The IQ CrimeView Dashboard Designer(s) will have the responsibilities for creating and managing the application content (Widgets, Pages, Alerts, Queries on Demand, etc.) and may also be the Dashboard Administrator.

The Dashboard Designer will attend all of the Workshops as purchased throughout the Purchase Agreement. This person should have a comprehensive understanding of the analytical needs of the department or the user group they represent.

5   PROJECT CONTROLLING PROCESSES

5.1   Overview

Project Controlling Processes will be established early in the Project life cycle during the Planning Phase. Project Control is the process that includes completing regularly scheduled Project progress meetings and the use of regularly delivered Project progress reports, as well as implementing the processes needed for Change Management. The process begins during the initiation process and concludes at the end of the Project.

As part of the Controlling Processes, TriTech utilizes a series of measurements and management reviews to mitigate the effect of these variances. Checkpoints or milestones are planned into each phase of the Project to measure performance and determine if the Project is ready for the next phase.

Checkpoints are key tasks that act as gates to the next phase of a project. A delay in a milestone may cause a delay in starting or completing subsequent tasks; in effect creating a risk to the overall Project. Therefore, TriTech's Project staff closely monitors checkpoint tasks and milestones and promptly notifies the Project Manager of any delay or failure with a milestone task. Milestone delays on the part of either party will trigger an overall review of Project activities so that risks can be assessed and properly managed. In the event that either party becomes aware of a delay, notification shall be provided to the other party as soon as reasonably possible.

Evaluation of overall Project status at each checkpoint is essential to ensure that the Project is effectively progressing toward completion and that new risks are not being introduced. In many cases, Project activities leading to a checkpoint are interrelated to later scheduled tasks. Success at checkpoints diminishes the risk to the Project going forward.

Incomplete actions at a checkpoint may prompt delays and a rescheduling of the Project. For example, delays in completing or approving Custom Interface OSDs will delay the start and completion of the Interface development work, which may ultimately have an impact on the projected Go Live date. Depending upon the importance of the Deliverable, these kinds of delays can have a cascading effect upon the Project Schedule including training and Go Lives.

As part of the Project controlling process, upon completion of significant milestones and or tasks, TriTech will submit a Task Completion Report ("TCR") to the Client. The TCR serves as a formal tool for the purpose of verifying with the Client that the work has been performed, services rendered, and products delivered according to the requirements specified within the SOW and/or related documents.

TCRs are presented to the Client by TriTech's Project Manager for signature. Some TCRs may trigger a Project payment, in accordance with the payment terms within the Cost Proposal. Upon execution of a TCR that is tied to a Project payment milestone, the Client will receive an invoice from TriTech's Accounting Department which must be paid based on the terms and conditions of the Purchase Agreement.

The TCR will include the following information:

1. Description of Work performed and products delivered.
2. Comments noting any special circumstances.
3. Product/Service deliverables listing the contract line items that are being recognized as delivered and will be invoiced.
4. Related Payment Terms in accordance with the Cost Proposal, for contract line items that will be invoiced relative to the TCR.

5.1.1   TriTech Responsibilities

a) TriTech will prepare and submit TCRs for Client's signature upon completion of the applicable task.

b) The TCR will cite the appropriate SOW reference.

c) TCRs that trigger a payment will include the payment amount in accordance with the Cost Proposal payment schedule.

5.1.2   Client Responsibilities

a) Client will review and approve TCRs within a three (3) business day period from the time of receipt less any challenges to the validity of the report.

b) In the event that Client disagrees with a TCR, Client shall submit to TriTech a written explanation detailing why the Client believes that the subject of the TCR and/or tasks have not been completed in accordance with the Purchase Agreement or this SOW. Such notification from the Client shall be provided to the TriTech Project Manager within three (3) business days of receipt of the TCR.

5.2 Change Management Process

Either party can request changes to the scope of the project at any time. Since a change may affect the price, project deliverables, this SOW, the supporting project schedule, and/or the terms of the Purchase Agreement for this SOW, both parties must approve each change in writing and agree on the impact each change may have on the Purchase Agreement and related attachments.

The purpose of the Change Management Process is to manage any significant changes to the Project as described in this SOW or related documents as referenced within the SOW. These changes may include, but are not limited to a modification to Project scope, Standard or Custom products' functionality, TriTech, and Client's identified roles and responsibilities, Project payment terms, and modifications to the scope or delivery location of services within the Project. All significant changes must be documented through the Change Management Process. The type of documentation needed will depend on the nature and significance of the change.

A Project Change Order will be the vehicle for communicating and approval of the changes. Whether initiated by the Client or TriTech, all Change Orders will be documented by the TriTech Project Manager. The Change Order shall describe the requested change, the party requesting the change, and the effect the change will have on the project, including the price, project deliverables, this SOW, the supporting project schedule, and/or the terms of the Purchase Agreement for this SOW.

All Change Orders must go through the TriTech's internal approval process before they can be presented to the Client for review and approval. Once the Change Order is generated, the Client Project Manager and TriTech Project Manager will review the proposed change and communicate as necessary to answer any questions, and/or work to resolve any issues preventing acceptance of the Change Order by both parties. Upon the approval by both parties, the Change Order will be authorized for implementation.

The creation of some Change Orders may depending upon the scope of the requested change, require fees in order for TriTech to properly investigate and scope of the requested change. If additional fees are required by TriTech to create a Change Order, those fees will be identified and communicated to the Client Project Manager prior to TriTech's investigation of the requested change. In such situations, TriTech will only proceed with the investigation required to create the Change Order if the Client has agreed to pay the additional fees associated with the creation of the Change Order.

Additional deliverables or Project deletions in terms of Software and services will require a mutually agreed upon Change Order. It must be noted that the later in the Project that a change is requested, the greater the likely impact in terms of costs, risks, and timescale. It is recommended that the Client not delay any review

activity as it is a best practice to discover potential changes as early as possible. In some cases, it may be more appropriate to plan modifications for post-Go Live delivery.

5.2.1 TriTech Responsibilities

a) Change Orders will be prepared for submission to the Client when required.

b) Where Project changes require Engineering-level modifications, TriTech will perform requirements capture necessary to prepare required documentation including a high-level description of the change for Client review and approval.

c) Where Project changes require Engineering-level modifications, Client will be informed of the delivery mechanism (version and schedule).

5.2.2 Client Responsibilities

a) When applicable, the Client will identify the services or deliverables that will be subject to a Change Order, per the Purchase Agreement between both parties.

b) When applicable, the Client will identify changes to features or functionality related to CAD, Mobile, RMS, Interfaces, or any other Subsystems that will require a change order. This process may also include participation in the requirements process.

c) Client will approve and process Change Orders in a timely manner.

5.3 Project Reporting

TriTech will provide Weekly Status Reports advising the Client Project Manager and key Client Project Stakeholders of the progress and status of project activities. This report will include the significant accomplishments, planned activities, issues, and potential risks associated with TriTech's Deliverables. The Project Status Reports will include the following:

a) Accomplishments during the Reporting Period.

b) Planned upcoming activities.

c) Issues.

d) Risks.

e) Key Action Items.

In addition, the TriTech Project Manager will hold bi-weekly status meetings/conference calls to update the Client on the status of the Project and key action items and deliverables.

During the course of the Project, an Action Item Document will be created to document Project issues and action items. These documents s are generally product specific and are used by the Project Manager and other team members to facilitate successful Project completion. Action Item Document's are reviewed with the Client during bi-weekly Project status calls through the course of the Project. The Project Manager is responsible for periodically providing copies of updated Action Item Document.

TriTech will provide an updated Project Schedule advising the Client Project Manager of the progress of project activities. The Project Schedule may be lacking the detailed tasks for the Client team, and the Client may add such tasks, owners, and durations to the Project in collaboration with TriTech Project Manager. The Project Schedule will consist of the following:

a) Major Tasks.

b) Task Responsibility.

c) Task Duration.

d) Major Milestones.

e) Tasks Completed.

f) Tasks in Progress.

5.3.1   TriTech Responsibilities

a) Provide a written report of Project status weekly.

b) Track issues and action items to closure through product-specific Action Item Document. The Client will be periodically provided with updated copies of the Action Item Document.

c) Conduct status meetings/conference calls every two weeks.

d) Maintain an up-to-date Project Schedule.

5.3.2   Client Responsibilities

a) Review the written report of Project status and provide feedback within three (3) business days in order to ensure that the documentation is correct.

b) Participate in Project status meetings.

c) Ensure participation of personnel in tasks and meetings.

5.4 Document Review

In the course of the Project, TriTech will deliver several documents to the Client for review. These documents will include but are not limited to the Functional Test Procedure, Project Schedule, Trip Reports, OSD, and Interface Requirement Documents for the Project. Approved documents are returned to the TriTech Project Manager. All documents will be provided in electronic (soft copy). If Client desires printed (hard copy) documentation, it is their responsibility to print and bind the desire copies. The TriTech Project Manager will retain a copy and provide Client with a copy.

Should the Client find any document unacceptable, the Client must provide specific reasons in writing to the TriTech Project Manager. TriTech can then assess any required corrective measures and make revisions or modifications to provide acceptable documents within a mutually satisfactory timeframe.

Status Reports are not subject to approval with the exception of corrections needed.

In order to ensure compliance with the Project Implementation Schedule, the Client is responsible for the review of such documents and providing any comments to TriTech within three (3) business days.

5.4.1.1 Documents Subject to Client Approval

a) Change Orders

b) Operational Scenario Documents (OSD)

c) Task Completion Reports (TCR)

5.4.1.2 Documents Subject to Client Review not Requiring Approval

a) Project Schedule

Note: The Project Schedule and any changes hereto are to be mutually agreed upon between the Client and TriTech.

b) Project Status Reports

c) Functional Test (FT) Documentation

d) Trip Reports

e) Action Item Documents

f) Interface Functional and Configuration Documents (IFCD)

5.4.2 TriTech Responsibilities

a) Distribute the documents to the Client.

b) Coordinate the process to consolidate comments and edit documents.

c) Manage the signoff process for applicable documents and the distribution of originals to the Client and TriTech for filing.

5.4.3 Client Responsibilities

a) Review the documents presented and provide the appropriate information back to TriTech within three (3) business days for configuration sheets, Change Orders and/or Sales Orders.

b) Review the documents presented and provide the appropriate information back to TriTech within five (5) business days for requirements documents (defined as Change Orders, Operational Scenario Documents (OSD), Project Schedule, Functional Test (FT) Documentation, Action Item Documents, Interface Functional and Configuration Documents (IFCD)). Unless unanticipated changes to the Project Schedule would warrant a shortened turn around and is agreed to by Client.

5.5 Third Party Management

TriTech will be responsible for the management of third parties that have been identified as Subcontractors or executed Change Orders to the Purchase Agreement. The identified TriTech Subcontractors under the Contract are the following:

1. There are no Subcontractors for this project.

As part of the Subcontractor agreement, all communications between those third parties and the Client will be managed by TriTech. Any communication directly between the Client and third parties that may require or imply the promise of a material change in scope or responsibilities will not be acknowledged by TriTech unless an appropriate Change Order has been prepared.

Conversely, the Client will be responsible for the management of third parties that TriTech is not responsible for. The Client will be responsible for the facilitation of discussions and the acquisition of materials from those third parties that are necessary for the configuration and development of the Client's System.

5.5.1 TriTech Responsibilities

a) Assume responsibility for third parties that are the responsibility of TriTech within the terms of the Purchase Agreement between TriTech and the Client.

b) Process any Change Orders that may arise from a material change in scope where third parties are concerned.

c) Inform the Client when configuration and or programming will require interaction and/or documentation from a third party which is not the responsibility of TriTech under the Purchase Agreement between TriTech and the Client.

5.5.2 Client Responsibilities

a) Work directly through TriTech with regard to third parties that are the responsibility of TriTech.

b) Review, sign and process any Change Orders that may arise from a material change in scope where third parties are concerned.

c) Facilitate interaction between TriTech and third parties not the responsibility of TriTech to include conference calls, answers to questions and documentation as requested.

6 PROJECT INITIATION AND PLANNING

6.1 Overview

Project Initiation and Planning involves gathering the necessary Project specific information in order to produce a Project Schedule. Project Planning consists of those processes designated to establish when and how the Project will be implemented while further elaborating on Project Deliverables. Most of the information exchange between the Client and TriTech during this process is at a high level and consists of interaction between both Project Managers and a small group of Project stakeholders.

Major Deliverables for the Project Planning phase are the specific Project Management Plans and a baseline Project Schedule.

The project must be managed in a manner that will allow for the adjusting the Project Management Plan and Project Schedule to address the circumstances that affect a project during Project Execution. As a result of these changes during the Project life cycle, Project Planning will overlap each subsequent process during the Project. Typically, Project Planning tasks will decrease in frequency as checkpoints are successfully completed and as the Project nears Go Live and Project completion.

> **Note**: The Project Schedule is a living document, subject to change during the course of the Project due to several factors such as a change in Project scope, scheduling conflicts, delay in approving project documents, resource availability, etc. All changes to the Project Schedule will be discussed between both parties and will be incorporated within a published schedule upon approval from the Client and TriTech.

6.1.1 TriTech Responsibilities

a) Assign a Project Manager to the Project to participate in Initiation phase activities.

b) Produce required documentation to support Initiation activities (such as Standard IFCDs, System Planning Document, etc.)

c) Review and finalize the SOW with the Client.

d) Identify and engage the TriTech Project team responsible for carrying out Project Execution.

e) Baseline the Project Schedule.

f) Prepare and submit the TCRs for the project schedule baseline.

g) Develop and submit an invoice for payment due at the execution of the Purchase Agreement.

6.1.1.1 Client Responsibilities

a) Assign a Project Manager for the Project to participate in Initiation phase activities.

b) Identify and engage the Client's Project team.

c) Review and comment on the Project Schedule.

d) Review and comment on TriTech provided documentation to support Initiation activities.

e) Finalize and approve the SOW with TriTech.

f) Approve the TCRs within 3 business days.

6.1.2 Project Kick Off

During the planning phase, the TriTech Project Manager will hold a remote Kick-Off meeting with the Client's Project team. During the Kick-Off meeting, the TriTech Project Manager will provide an overview of the following:

1. The TriTech Execution Process.
2. A high level description of Project Deliverables.
3. Roles and responsibilities for the Project team members.
4. A high level review of the preliminary Project Schedule including projected Project milestones and checkpoints.
5. Review any project related questions from the Client's team.

6.1.2.1 TriTech Responsibilities

a) Prepare the agenda and set a date for the Kick-Off that is convenient to the Client and TriTech Team.

b) Distribute any documents that the Client should review in advance of the Kick-Off meeting.

c) Conduct the Kick-Off meeting.

6.1.2.2 Client Responsibilities

a) Work with the TriTech Project Manager to facilitate scheduling a date for the Kick-Off meeting.

b) Schedule the appropriate personnel from the Client's team to attend. This should also include key stakeholders that may not participate routinely in Project operations, but who have authority or responsibility for the Project.

c) Provide adequate accommodations to include adequate internet connectivity for a Web Meeting, seating, audio-visual equipment including a projector(s), screen, and whiteboard.

7 PROJECT EXECUTION

7.1 Overview

Project Execution focuses on the development and delivery of Project Deliverables. Processes will be iterative and consist of: 1) a review of Deliverable documents; 2) Development, configuration, Installation and testing of software and hardware deliverables, and 3) Delivery of Project related services such as Project related training. These processes are iterative in nature with a number of checkpoints to evaluate Project progress and where applicable, to initiate Change Management processes. Each Deliverable has a closing process which consists of specific completion criteria. These Deliverable closing processes are independent of the closing process of the Project.

7.2 System Installation

System installation is one of the early processes in the Project implementation phase, and has a significant impact on and critical dependency on a number of key activities. All tasks and activities related to System Installation are included in this section and will occur in the order presented. Note that other project activities can occur concurrently or between these steps.

7.2.1 Review Hardware Specifications

TriTech and Client will review the specifications to ensure that the correct hardware and third party software components are procured and installed. TriTech will only be responsible for procurement of the hardware and third party software that is explicitly listed under the Cost Proposal as TriTech Deliverables or Deliverables of TriTech's Subcontractors.

7.2.1.1 TriTech Responsibilities

1) Provide hardware and Third Party specifications to Client.

7.2.1.2 Client Responsibilities

1) Review and validate hardware and Third Party specifications.

7.2.2 Hardware and Equipment Procurement Process

TriTech and Client will procure hardware, third party software, and equipment per TriTech's recommended Specifications. TriTech is only responsible for procurement of the hardware and third party software that is identified as TriTech Deliverables in the Cost Proposal.

If the hardware and third party software is procured by the Client, it is the Client's responsibility to procure the required equipment based on TriTech approved specifications, and to ensure the timely delivery of the hardware and third party software to the site to allow timely implementation of the System and Subsystems.

Where the Client is responsible for procuring the server hardware, the Client will be responsible for completing the following steps:

1) Fully configuring the servers with cores, memory, and disks.
2) Loading VMware and Microsoft Windows.

3) Partitioning disk drives partitioned and the implementing applicable Raid level based upon TriTech documentation.

4) Creating the SSL Certificates needed for each server which requires one based upon TriTech documentation

5) Providing the media and licenses for SQL Server in a location accessible by the servers.

7.2.3   Hardware Staging and Preparation for Installation

The Client will be performing basic server integration for all servers. Basic server integration includes placing the servers in the racks, joining them to the existing domain, with the Domain Controller in place, running the TriTech pre-requisite DVD on Inform CAD and Inform Mobile servers, and establishing remote connectivity capability (VPN and Remote Desktop, or Bomgar) for authorized TriTech personnel to perform configuration. These activities will be coordinated between TriTech and the Client IT staff. Guidance will be provided by TriTech's Client Installation Services (CIS) team as required. If the Client is not willing to complete the basic server integration, this task may be performed by TriTech or TriTech's Subcontractors at additional cost.

In order to start configuration, the Client must provide remote connectivity to TriTech. The Client must also provide the server names, IP addresses, TriTech Personnel Local Server Administrator Account Information (User Name, Password), Services Account Information, and the location of 3rd Party Software media (such as SQL). An Installation Service Request (ISR) will be provided to the Client that organizes this information in to the TriTech preferred format. The Client is responsible for providing the completed ISR to TriTech no later than two (2) weeks prior to the installation activities.

The Client is responsible for ensuring that the site is prepared and ready for the installation of hardware, third party software, and TriTech software as detailed in TriTech's documentation including the System Planning Document no later than two (2) weeks prior to the scheduled Installation date. Delay in providing this information in its complete form will result in a delay in the Installation and the activities that follow installation of the System.

At least one (1) week prior to installation, a member of the TriTech CIS team will verify: (1) connectivity to the Client site via VPN or Bomgar, (2) connectivity to each of the servers, and (3) access to all required security accounts.

If the servers, accounts and connectivity are not ready the Project may be rescheduled, which may have an impact on the overall Project timelines.

7.2.4   TriTech Responsibilities

a) Provide the System Planning Document.

b) Facilitate a hardware review prior to hardware/OS procurement.

c) Procure equipment and third party software if included in the Cost Proposal as a TriTech deliverable.

d) Provide guidance and assistance as necessary if the system equipment is procured by the Client.

e) Distribute the Installation Service Request (ISR) document to the Client.

f) Assist the Client in completing the ISR.

g) Review the completed ISR prior to the installation.

h) Test the remote connectivity to the site prior to installation of the hardware and software.

i) Install the Microsoft SQL software.

j) Prepare and submit a TCR for Client review and approval upon completion of these activities.

7.2.4.1 Client Responsibilities

a) Complete the Installation Service Request (ISR) document and provide to TriTech.

b) Prepare a network diagram and provide to TriTech.

c) Perform site preparation, as specified in the System Planning Document and ISR.

d) Establish remote connectivity capability (VPN and Remote Desktop, or Bomgar) for authorized TriTech personnel to perform software installation and configuration.

e) Run TriTech Pre-Requisite DVD on all applicable Inform servers prior to any installation work being performed.

f) Provide all horizontal and vertical cable runs, pathways, coring, access points, floor cutting or drilling, and related tasks related to cable and equipment installation.

g) Provide all Client-supplied telephone, external interface connection points, electrical power and other receptacles within manufacturer recommended distance of the equipment and all peripheral components.

h) Provide and install all data communication lines, modems, hubs and routers, cabling, equipment and other components necessary for system operation and maintenance and for remote sites and connection to other systems. All lines will be clearly identified and tested.

i) Provide TCP/IP communications and connection to the hub equipment provided in support for any existing networks, workstations and printers that are to have access to the TriTech applications.

j) Obtain all necessary IP addresses and schemes.

k) Allow remote access to TriTech with a domain user account that has local admin rights for the console, Inform Service, and SQL Service accounts. Any further permissions issues discovered during implementation will be resolved with a mutually agreed upon plan that insures successful completion of the implementation according to the agreed upon project schedule. Procure equipment and third party software if it is the responsibility of the Client according to the Purchase Agreement.

l) Install operating system software, perform Windows Genuine Advantage validation, and install all Windows Updates for Client procured hardware unless the service is specified as a TriTech responsibility in the Cost Proposal.

m) Perform basic server integration including, but not limited to:

    i. Installation of servers in applicable racks.

    ii. Joining servers to the existing domain with the domain controller in place.

    iii. If applicable, install and setup of the VM environment.

n) Provide TriTech with all necessary configuration documentation which includes machine naming, IP addresses, Service(s) Account information, naming convention, and connectivity as prescribed.

o) Provide TriTech with a high-level network diagram. The diagram should be provided prior to TriTech Software installation.

p) Install all peripheral equipment, including scanners, printers, barcode readers, etc.

q) Create and maintain SSL certificates for the servers which require them, per TriTech documentation.

r) Approve the applicable TCR.

7.2.5 Basic Server preparation and Network Services

Performing the services listed in this section is a responsibility of the Client. If these services are explicitly included in the Purchase Agreement, TriTech or a TriTech Subcontractor will implement 3rd party software and/or hardware solutions based upon the following task list. These solutions can include but is not limited to, SAN, Citrix, VMware, and Domain Controller configurations. These services can be performed on site or remotely via a VPN connection. These services will be performed at additional cost to the Client and are not included in TriTech's standard installation services.

7.2.5.1 Client Responsibilities

a) Provide the facility suitable to house Server hardware and network infrastructure.

b) Have a member of the Client's IT staff available while software/network configuration is being performed.

a) When deploying a SAN, configure the applicable RAID configuration, create the LUN(s) and present them to the physical or virtual servers.

b) If the VM servers are not procured through TriTech, the Client is responsible for building individual servers.

c) When deploying a VMware solution, install the VMware operating system, connect physical host servers to a SAN if applicable, configure vCenter, create a VM Template for Interfaces and business servers, and configure vMotion and High Availability (HA) if applicable. The Client is also responsible for building individual VM servers.

d) If required, deploy the Domain Controller by adding the member server to an existing Domain or create a new Domain, promote the member server to Domain Controller, enable and configure DNS, enable and configure DHCP if required.

e) Create domain account(s) for TriTech's remote support connectivity and access so that TriTech can assist Client with installation and ongoing maintenance

f) Perform all necessary network configurations, to include but not limited to determining the network design routing protocols, subnet mask, redundancy, router and switch configuration.

g) Create Networking/Server documentation to illustrate intended configuration.

> **Note:** VMware, vMotion and HA require a SAN or a way to present shared storage to the physical host servers in a VMware virtual farm.
>
> **Note:** Network and Server security are always a responsibility of the client.

7.2.6 System Installation

Once TriTech and the Client have prepared the site based on TriTech documentation, to include the System Planning Document and the applicable ISR form is completed, a TriTech Client Installation Services specialist will perform the TriTech installation services.

These services will be performed remotely, unless otherwise specified in the Purchase Agreement, and include installation of the contracted TriTech Software products on the quantity of servers and workstations as specified in the Cost Proposal.

These installation activities will be coordinated between TriTech and the Client.

> **Note 1:** All SQL server licenses will be installed by TriTech. The Client is responsible for making the media and license keys available to TriTech for the installation.

> **Note 2:** The Installation services for different components of the System may be performed at different times, based on the implementation and deployment timelines for each Subsystem.

> **Note 3**: The scope of installation services and the number of servers and workstations to be installed and configured by TriTech is limited to the servers and workstations that have been explicitly listed in the Cost Proposal. If the Client has been granted Site Licensing for selected TriTech Software, TriTech is only responsible for the initial installation services, and installation of additional servers will be subject to additional charges.

> **Note 4**: If Client does not follow the processes and procedures detailed in the TriTech System Planning Document and this results in a need for reinstallation of the hardware or software, the reinstallation effort will be performed at additional cost to the Client.

> **Note 5**: At TriTech's discretion, TriTech may perform installation activities for certain components of the system on-site.

The following pre-requisites must be in place prior to the start of TriTech Software installation:

a) Site preparation is complete as outlined in the sections above.

b) Hardware has been installed at Client site.

c) Client has provided TriTech with remote connectivity to all applicable servers.

d) Client had provided TriTech all relevant documentation as outlined in the sections above to include licensing keys, IP addresses, username/passwords, and the completed ISR.

7.2.6.1 TriTech Responsibilities

a) Install and configure Microsoft SQL to operate with each of the applicable TriTech product(s).

b) Configure the System servers in the applicable environments (Production, Test, Training, and Disaster Backup environments, if provisioned by the Purchase Agreement).

c) Install and configure the applicable TriTech system(s), such as Inform CAD, Inform RMS, and Inform Mobile on the designated servers and applicable environments as specified in the Cost Proposal.

d) Provide verbal support to the Client with self-installation procedures for the workstations using the TriTech provided Prerequisite Installation DVD and applicable Launch configurations.

e) If applicable, create data dumps for Microsoft SQL database backups (as a backup for Inform RMS database).

f) After completion of the initial installation and configuration of each major System (such as Inform CAD, Inform RMS, and Inform Jail servers), a member of Technical Services team provides a technical hand-off to designated staff from the Client's information Technology team via a conference call. The following major topics will be discussed during this technical hand-off:

    i. Proper procedures for performing System Backups:

        o   File Structure – Inclusions and exclusions

        o   Databases

        o   Moving Backups to media

    ii. Proper procedures for refreshing Test/Training system (and related documentation)

    iii. Approved configuration and use of Virus Scan software

    iv. Approved procedure for application of Windows updates

    v. System Upgrade process and procedures

    vi. Support Website and TriTech list server access

    vii. Managing/Reviewing system logs (CAD, SQL and Event Logs)

g) Prepare and submit a TCR upon completion of the installation tasks and activities.

7.2.6.2 Client Responsibilities

a) Allocate appropriate onsite Project personnel to support TriTech personnel during configuration tasks as necessary and designate a primary point of contact to be available to address and answer questions that arise during the installation of the baseline application software. Appropriate Client personnel include the necessary IT personnel and database administrator(s) as needed during installation.

b) Complete the configuration of workstations (after the installation of the limited number of workstations by TriTech) using the Prerequisite Installation DVD and applicable Launch configurations.

c) Put in place TriTech's recommended backup procedures as outlined in the System Planning Document and ensure backup procedures are consistently followd beginning at the completion of this task.

d) Install and configure virus scanning software as outlined in the System Planning Document.

e) Provide SSL Security Certificates for all TriTech web-enabled applications that require a certificate, configured per TriTech documentation.

f) After completion of the initial installation and configuration of System servers, the Client will be responsible for maintaining the System based on TriTech System Document, and the technical hand-off from TriTech Technical Services department. Specifically, the Client's IT staff is responsible completing the following activates related to Inform Subsystem servers:

        o   Updating Training/Test Systems with fresh data (from Production) as needed

        o   Continued updating and monitoring of virus scan software

        o   Application of Windows updates

o   Following the procedures for System Upgrade

o   Managing/Reviewing system logs (SQL and Event Logs)

o   Management of Microsoft and other Third Party Software include patch applications and upgrades as needed for new Subsystem versions.

o   Deployment and use of the Prerequisite Installation DVD for Subsystem upgrades as required.

g)   Review and approve the applicable TCRs.

7.3   Implementation of Inform CAD

Inform CAD is implemented through a series of standard steps and process gates. These steps are designed to ensure that the operational needs of the Client are identified, the configurations are verified, and the system is tested to validate the proper functionality of the system prior to deployment. The following sections describe the implementation process for Inform CAD.

7.3.1   Inform CAD Initial CAD Configuration and Setup

Following project kickoff, the TriTech Project Manager will schedule a number of two (2) hour remote configuration and consultation sessions with the customer to have the TriTech Business Analyst (BA) present the System Module Setup worksheet (SMS) and review each section. This worksheet provides a tool for the base building blocks of CAD to be compiled and validated. Once the SMS is complete, the BA will use the information to build the basis of the CAD system in preparation for the complete system buildout by the customer team.

The contract provides a quantity of eight (8) Inform CAD two (2) Hour Remote Configuration and Consultation sessions.

Some key discovery points during the Initial CAD Configuration and Setup are as follows:

a)   Work Flow – Understanding the setup for work flow from first receipt of an incident through incident completion.

b)   Agency Type Setup – The segmentation of operational processes including incidents, units, and call-taker/dispatcher roles and responsibilities.

c)   Review reporting requirements (geographic reporting segmentation).

d)   Event numbering (Incidents) including master incident numbers, response numbers and case numbers.

Based on the key discovery points during this session, it is necessary that the attendees include individuals who can properly address these key points and make configuration decisions.

7.3.1.1   TriTech Responsibilities

a)   Schedule the Remote Configuration and Consultation calls in accordance with the Client's availability and the Project Schedule.

b)   Conduct the meetings based on the distributed agenda.

c) Send the System Module Setup worksheet (SMS) and other reference material to the Client.

d) Document and assign owners and due dates to any action items and track all action items to closure.

e) Document any gaps between the standard functionality of the System and functionality required by the Purchase Agreement for further analysis and discussion and/or facilitate the change control process. Client requested changes that are beyond the scope of the Purchase Agreement will be evaluated at this phase and will include the assessment of any potential impact to the Project Schedule as well as additional project charges to be paid by the Client.

f) Perform a preliminary Code File build of the Client's Inform CAD System at TriTech.

g) Facilitate updates to the System Module Setup (SMS) building sheet.

h) Prepare and submit a TCR upon completion of relevant activities.

7.3.1.2 Client Responsibilities

a) Ensure participation of key stakeholders and decision-makers in the Initial CAD Configuration process and Remote Configuration and Consultation sessions.

a) Provide subject matter experts that can explain the communication center's current call flow and agency structure. These persons should have the ability to make decisions regarding any changes in workflow that may arise through the use of the new Inform CAD System.

b) Provide subject matter experts with the ability to gather and provide the data elements used to build Code Files to TriTech.

c) Provide subject matter experts that will be able to explain the agency's geopolitical/operational boundaries. This person (or persons) should be able to articulate the specific response requirements that will be built within CAD response plans.

d) Provide subject matter experts that will be the CAD super users, as well as a person or persons that will be responsible for the ongoing maintenance of the CAD Code Files and configuration (CAD Administrator).

e) Provide subject matter experts that will be responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within the CAD.

f) Provide subject matter experts that will be responsible for the maintenance of the agency's street centerline data.

g) Provide subject matter experts that can provide information on technical Systems (Interfaces and Hardware/Network) or field-related functions (Inform Mobile or other mobile systems, station alerting and the like).

h) Review and approve applicable TCRs.

7.3.2 Inform CAD Configuration and Administration Workshop

Once the initial Code File and configuration phase is complete, CAD is installed at the Client site, and the initial GIS map conversion is complete, a Configuration and Administration Workshop is conducted. This working meeting includes a review of the preliminary Code Files and configuration, a review of imported GIS data, and hands-on training on software utilities for completing the Code File build and on-going Code File management. The Configuration and Administration Workshop will be four (4) days, and will be held at the Client's facilities using the Client's system hardware after it has been configured by TriTech.

Client will be responsible for supplying the requested data to TriTech no later than four (4) weeks prior to Configuration and Administration Workshop to allow sufficient configuration time. The data will be requested as a follow up to the Initial CAD Configuration and setup.

It is also required that the Client's centerline conversion be completed no later than four (4) weeks prior to the Configuration and Administration Workshop. In order to meet this deadline, all GIS data must be delivered to TriTech in required format per the agreed upon schedule. Any delays will result in a cascading effect on the project timelines.

Participants include key members of TriTech's implementation team and should not generally exceed ten (10) core members of the Client's implementation team. The Client's team should include representatives of dispatch, field operations and administration (reporting). At the conclusion of the session, a trip report is produced which documents the core software configuration, Code Files, and activities to be completed by the Client. Any issue that is determined to be outside the scope of this Project, as defined herein, requiring a modification or enhancement to the TriTech Software will be addressed through the Change Control process.

Following the Configuration and Administration Workshop, ownership of Code Files transfers to the Client. The Client will enter the balance of the Code Files (not built by TriTech). These are typically geo-centric items that require local knowledge of the community. The Client also becomes responsible for maintaining Code Files (personnel, unit, premise, caution notes and the like) that must be continuously updated to keep the Code Files in Go Live ready status. During this phase, the assigned TriTech Business Analyst will provide consultation services.

7.3.2.1 TriTech Responsibilities

a) Schedule the Configuration and Administration Workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the meeting agendas to all required attendees a week prior to each meeting.

c) Conduct the meetings based on the distributed agenda.

d) Provide initial hands on training on the applicable system and introduction to different modules and their configurations.

> **Note**: This training is not meant to be comprehensive for end user understanding of the Subsystem. The purpose is to give the participant an understanding of basic features, call flow and how the configuration files influence them.

e) Review the maps for Inform CAD.

f) Document and assign owners and due dates for any action items and track all action items to closure.

g) Handoff the management the Code Files to the Client.

h) Provide the Client team with a copy of the Inform CAD User and Administration Guides.

i) Prepare and submit a TCR upon completion of the Configuration and Administration Workshop, and upon delivery of the trip report to the Client.

7.3.2.2 Client Responsibilities

a) Provide adequate facilities to comfortably hold the Configuration and Administration Workshop to include an overhead projector. Two projectors are preferred. Configuration and Administration Workshop also requires workstations for each participant.

b) Provide subject matter experts that can examine the hierarchy build as articulated to the Business Analyst in terms of the agency structure.

c) Provide subject matter experts that can examine the proposed call flow. These persons should have the ability to make decisions regarding any changes in call flow that may arise through the use of the new Subsystem.

d) Provide participants that are versed with the ability to continue the configurations, or Code File build once ownership transfers.

e) Provide participants that will be able to verify the agency's geopolitical/operational boundaries.

f) Provide participants that were responsible for translating the geopolitical/operational boundaries into data (ESRI shape files) suitable for use within the Subsystem, and are able to validate those boundaries.

g) Provide participants that will be responsible for the maintenance of the agency's street centerline data.

h) Assume ownership for the continued build and maintenance of the system under the guidance of the TriTech project team.

i) Ensure participation of key stakeholders and decision-makers in the Configuration and Administration Workshop.

j) Observe the change control process for any requested software changes.

k) Review and approve the applicable TCRs.

7.3.3 Inform CAD Geographical Information Services

7.3.3.1 Initial GIS Analysis and Configuration for CAD and Mobile'

The TriTech GIS Analyst will work with the Client to perform a one-time evaluation and initial conversion of the Client provided GIS data. GIS street centerline data must be from a single integrated source when delivered to TriTech for conversion. An analysis will include the following:

a) Routing and Navigability – The street centerline data will be analyzed to ensure that there are no breaks in the road network and that an acceptable percentage of addresses[2] within the service area are routable with impedances or speed limits, applicable turn restrictions (one way data), elevations for overpasses and street types.

b) Addressing – Evaluate data for the presence of block ranges, street types, and city designators.

c) Supplemental Coverage - An evaluation of GIS data that may be available for response areas, ESRI compatible overlays including satellite image, and applicable point data to ensure compatibility.

A report will be presented to the Client upon completion of the GIS analysis prior to the import of GIS data into one or more Systems or Subsystems. If there are significant problems with the data, additional GIS work and analysis may have to be added to the project via Change Order. Additional project costs may apply.

> **NOTE:** Data evaluation only applies to Custom Map conversions of Client supplied data. Standard mapping conversion (TomTom data) is limited to converting source mapping data from one of the standard mapping data providers.

---

[2] The phrase "acceptable percentage" refers to a decision that the Client must make regarding the acceptable level of navigability needed within the street centerline network. Since editing and maintaining the street data is a Client responsibility, the Client will have to evaluate and make a judgment regarding the impact of the level of accuracy and the cost associated with increasing the navigability of the data.

7.3.3.2 TriTech Responsibilities

a) Evaluate Client-supplied GIS data to ensure it is formatted correctly for street-centerline display, address point usage and address functions. A report will be generated based on this analysis.

b) Evaluate Client-supplied GIS data to ensure it is formatted correctly for routable functions. A report will be generated based on this analysis.

c) Evaluate Client-supplied GIS data to ensure it is formatted correctly for Inform CAD Quickest Path Unit Recommendations functionality.

d) Review the Client-supplied GIS layers for Inform CAD and Inform Mobile for viewing and execute the initial basic map configuration.

e) Provide a report which summarizes the findings from applicable GIS analysis services.

f) Prepare and submit a TCR upon delivery of the GIS analysis report.

7.3.3.3 Client Responsibilities

a) Provide data in the required format, and per Project Schedule.

b) Provide data to include 1) Centerline data; 2) response areas; 3) viewable/cosmetic layers 4) Address Points (Optional).

c) Based on the analysis report provided by TriTech, make needed changes to mapping data to allow the resulting GIS data to meet TriTech's mapping data requirements.

d) Review and approve the appropriate TCR.

7.3.3.4 Mapping Data Conversion and Import

TriTech will perform a Mapping Data Import that provides maps for the Inform CAD system. This process does not include making any corrections to the Client GIS data. If the GIS data consists of data from more than one source, TriTech will not be responsible for joining these areas, or "stitching" the areas to create a uniform geographic area.

7.3.3.5 Configuration of Mapping Layers

A TriTech GIS Analyst will configure up to 7 standard GIS layers each for viewing on Inform CAD and Inform Mobile. Such conversion activities will be part of the training process to allow the Client to add their own layers to the map displays in Inform CAD and Inform Mobile. Additional conversion work by TriTech staff is an additional charge and must be authorized by the Purchase Agreement or a Change Order. The standard layers include the following:

    1- Water line features (rivers, streams, creeks)
    2- Water polygon features (ocean, lakes, ponds)
    3- Airports
    4- Railroads
    5- Parks
    6- City Boundaries
    7- County Boundaries
    8- Terminal layouts

7.3.3.6 Response Area Import Service

If the Client provides Response Area data to TriTech at the time of CAD map conversion, TriTech GIS Analyst will import the Response Areas into Inform CAD. GISLink training will provide the Client with the capability to add, delete, or modify Response Areas for ongoing GIS maintenance. Response Areas must conform to the data requirements as listed in the Mapping Requirements document.

7.3.3.7 TriTech Responsibilities

a) Provide the initial configuration services to enable use of Inform CAD Quickest Path Unit Recommendations functionality.
b) Perform a mapping data conversion and import of the Client-supplied data into applicable licensed Systems and Subsystems.
c) Prepare and submit a TCR upon completion of the mapping conversion activities.

7.3.3.8 Client Responsibilities

a) After initial GIS conversion, assume responsibility for updating the data using TriTech provided GIS tools to ensure that data is up to date for Go Live.
b) Review and approve the applicable TCR.

7.3.4 Inform CAD Validation and Readiness Workshop

Once a majority of the code files have been completed by the customer, a Validation and Readiness workshop is conducted. The Validation and Readiness workshop for Inform CAD will be four (4) days and will be held at the Client's facilities on the Client's system hardware after it has been configured by TriTech.

The Inform CAD Validation and Readiness workshop will review the completeness of the codefiles in the Client's system, review system functionality, review response areas and response plans, and conduct an overall system readiness assessment. This session will also provide a forum for the Client to discuss any final workflow questions or issues prior to End User Training.

7.3.4.1 TriTech Responsibilities

a) Schedule the Inform CAD Validation and Readiness workshop in accordance with the Client's availability and the Project Schedule.
b) Prepare and distribute the meeting agendas to all required attendees a week prior to each meeting.
c) Conduct the workshop based on the distributed agenda.
d) Review codefiles for completeness.
e) Review system functionality.
f) Review response Areas and response plans.
g) Perform an overall system readiness assessment.
h) Prepare and submit a TCR upon completion of the Inform CAD Validation and Readiness workshop and upon delivery of the trip report to the Client.

7.3.4.2 Client Responsibilities

a) Provide adequate facilities to comfortably hold the Inform CAD Validation and Readiness workshop to include an overhead projector. Inform CAD workstations for each participant are required.

b) Provide subject matter experts that can examine call flow. These persons should have the ability to make decisions regarding any changes in call flow that may arise.

c) Provide participants that are versed with the ability to adjust the configurations, or Code Files if the need arises.

d) Provide participants that will be responsible for the maintenance of the agency's street centerline data.

e) Ensure participation of key stakeholders and decision-makers in the Inform CAD Validation and Readiness workshop.

f) Observe the change control process for any requested software changes.

g) Review and approve the applicable TCRs.

7.3.5   Inform CAD Legacy Data Conversion

Note: Services defined in this section will only be provided if optional item(s) is purchased.

The goal of the data import process is to transfer a basic set of fields of historical incident records, common locations (premises) and caution notes from the Client legacy system to be available for use in the TriTech Inform CAD system.

TriTech will implement a structured methodology for importing legacy data to Inform CAD. The Client will review the specific elements to be imported, and will have assistance from TriTech as part of Client's existing TriTech Software Maintenance Agreement for VisionAIR CAD to export and prepare the legacy system data, and submit in a portable electronic format (tab delimited file format) in a manner accessible to TriTech technical personnel.

If the source data provided comes from multiple sources, the data must be provided in a coordinated manner from all sources to support a single analysis and import of the data.

TriTech will provide a template with constraints (required fields, data type, field length, and uniqueness) that the Client shall conform to in submission of the legacy system data. Translation of legacy system values to match values configured into the Inform CAD system is required.

Note: TriTech will verify submitted legacy data meets the constraints of the import schema and provide an exception report, but does not perform data scrubbing or cleaning of the Client's legacy data.

Conversion services will be included as part of Client's existing TriTech Software Maintenance Agreement for VisionAIR CAD to assist with preparing exported legacy data from its native format to a format that conforms to TriTech's schema.

The scope of the data import is limited to premises, caution notes, and historical incidents. This Project is restricted to the following legacy data conversion services for Inform CAD.

7.3.5.1 Premises (Common Locations) Import

The Inform CAD system provides the ability to enter and maintain Premise records for common locations to which additional information, such as contacts, hazardous material information, caution notes, alarm information and documents may be attached. Inform CAD stores Premise information within the following relational records:

a.   General premise data (ID, Name, Address, Type, Phone, Alarm provider info, etc.)

b. Premise comments (notes or data elements to be imported that do not map elsewhere)

c. Premise aliases (by code or name)

d. Premise contact data (Names, position/title, phone number)

e. Premise hazardous material data

f. Premise alarm zone data

> **Note:** Due to the need for specific knowledge of the Client's area, the geovalidation process for the converted premises is the responsibility of the Client. Converted incident history transactions shall not be geovalidated.

Premise import is a one-time process provided as a service. Integral to the premise import process is to geo-validate the address of the imported premise records. TriTech will initiate an automated process to attempt geo-validation of the premise records, however there will be records requiring manual intervention by Client personnel to complete the geo-validation process.

Once the legacy system premise data is exported, it is recommended the Client track changes for manual updates to the records imported to the Inform CAD system. TriTech will provide a list of exceptions for records that fail to import, and the Client may adjust and resubmit the failed records for TriTech to import.

7.3.5.2 Caution Notes (Hazards / Alerts) Import

The Inform CAD system provides the ability to enter and maintain Caution Notes (sometimes referred to as hazards or alerts in other systems) relative to addresses. When an incident is created at an address, the user is made aware of the existence of Caution Notes active at that location. Since Caution Notes are relational records themselves, only legacy system records that can be provided with a key reference to an existing Inform CAD address may be imported. Caution Notes are agency specific within Inform CAD, but may duplicated to multiple agencies upon entry. Inform CAD stores Caution Note information within the following relational records:

a. General Caution Note data (Caution text, agency, expiration date, category, etc.)

Caution Note import is a one-time process provided as a service. Once the legacy system data is exported, it is recommend the Client track changes for manual updates to the Inform CAD system once the exported data has been imported. TriTech will provide a list of exceptions for records that fail to import, and the Client may adjust and resubmitted the failed records for TriTech to import.

7.3.5.3 Historical Incident Import

The Inform CAD system provides users the ability to view closed incidents, and also provides a "Premise History" feature that when a new incident is created in Inform CAD, the user is made aware of previous incidents at the same address within the last year. TriTech Historical Incident import provides for a bulk import prior to go-live and completed with an import of the remainder of legacy incident records after shut down of the legacy system. Inform CAD stores incident information within the following relational records considered in the import process:

a. General Incident data

b. Incident Comments (narrative text, and legacy data elements that do not map elsewhere)

       c.   Incident Case Numbers

       d.   Incident Disposition

       e.   Incident Activity Log (unit assignment events, unit status events, etc.)

> Note: Unit assignments, status changes during assignments, and transport information are imported as incident Activity Log events only. Full conversion services are required to process legacy data into the full schema for Inform CAD vehicle assignment records.

Up to 24 months of historical prior incidents, premises and caution notes will be converted.

The import of legacy CAD incident data is a process that involves several steps. The Client provides a full export of historic incidents up to the current date from the VisionAIR CAD system with assistance from TriTech as part of Client's existing software maintenance agreement with TriTech. TriTech will review the data and provide an exception report. The Client may provide corrections for the exceptions prior to import. TriTech will import the data to the pre-production Inform CAD system for the Client to review and provide CAD user training with the data in the Inform CAD system.

The prepared historical incident data is held until the Inform CAD System go-live preparations when TriTech purges the system of pre-production incident data, and imports the prepared historical incident data to the Inform CAD Reporting/Archive Server (or Production CAD Server if the system is not configured with a Reporting/Archive Server).

When live on the Inform CAD system, and all incidents on the legacy system have been closed, the Client will export, prepare and submit the template with the balance of legacy system incident data since the "bulk" load submission with assistance from TriTech as part of Client's software maintenance agreement with TriTech. TriTech will review the data and provide an exception report allowing the Client to submit corrections. TriTech will import the balance of prepared legacy system incident data to the Inform CAD system.

Conversion of premises and caution notes can be performed independent of the historical incident data. Changes to premises and caution notes within the legacy system after data has been converted and imported to Inform CAD must be duplicated manually in Inform CAD by the Client.

This process is considered complete once the last set of data has been imported to the new Inform CAD system. The Client is responsible for the validation of the data.

7.3.5.4 TriTech Responsibilities

a) Provide predefined template with detailed element description and constraints.

b) Review submitted legacy system data and provide an exception report for constraints that are not met.

c) Perform the import of legacy data to the Inform CAD system.

d) Present a TCR upon completion of each import of data.

7.3.5.5 Client Responsibilities

a) With assistance from TriTech as part of Client's software maintenance agreement with TriTech, extract the legacy data and prepare the data to conform to the predefined template and constraints provided by TriTech.

b) Provide corrections to the legacy data for records identified as exceptions by TriTech.

c) For imported Premise records, provide resources to perform geo-validation using TriTech's tool for records that fail to geo-validate automatically.

d) Perform validation of the data imported into the Inform CAD system.

e) Review and approve the applicable TCRs.

7.3.6   Inform CAD Workshop

An additional Inform CAD Workshop is included to provide additional assistance to the Client as needed. This workshop can be used to either provide the Client additional onsite CAD BA guidance on their CAD Code File build or to assist the Client in conducting a mock Go Live.

The timing of this workshop will be mutually determined by TriTech and the Client but is limited to four days onsite. Mock Go Live would occur after CAD FAT and before or concurrent with User Training.

7.3.6.1 TriTech Responsibilities

a) Work with Client to define activities to be covered during the workshop.

b) Prepare and submit a TCR upon completion of the workshop.

7.3.6.2 Client Responsibilities

a) Schedule appropriate resources to participate in workshop.

b) Review and approve the applicable TCRs.

7.3.7   Inform CAD Training

> **Note:** Training classes are conducted based on the quantities that are specified in the Cost Proposal. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Cost Proposal.

Inform CAD Training classes are conducted on consecutive weekdays during business hours (Tuesday-Friday, during business hours). Alternate training schedules (e.g., Monday class starts, multiple classes per day, evening and weekend classes) will be subject to an additional charge.

The training classes related to Inform CAD and its Subsystems are classified into three general groups:

a) Classes that are dependent upon specific Client configurations and requirements; therefore they are only conducted on the Client System after Validation and Readiness Workshop and in preparation of Go Live. Inform CAD Call Taker/Dispatcher User Training Course is an example of these classes.

b) Classes such as GISLink that are delivered to a specialized group within the Client's team during the course of the Project to assist them with implementation and maintenance of the System on a routine basis.

c) Classes such as System Administration Training and CAD API Training that are not dependent upon individual Client configurations and are generic in nature. These classes are held at TriTech facilities based on a regular schedule, and are offered to attendees from different agencies.

7.3.7.1   TriTech Responsibilities (for all Inform CAD training activities)

c) Conduct the training in increments of one (1), eight (8) hour days.

d) Provide feedback to Client Supervision as to the progress of the students.

e) For the Training classes that are held at TriTech, provide adequate training facilities and equipment.

f) Prepare and submit a TCR upon completion of each class or group of consecutive classes.

7.3.7.2   Client Responsibilities (for all Inform CAD training activities)

c) Provide adequate training facilities, including a conference room with adequate space and seating/conference table space, white board, and computer projector or equivalent large monitor (capable of 1024x768 resolution).

d) Provide a supervisor for each class that can answer agency specific questions as related to the build of the Client's system.

e) Review and approve the applicable TCRs.

7.3.7.3   Inform CAD Call Taker/Dispatcher User Training Course (Client site)

The Inform CAD User Training course is a four (4) day class, and training days are a maximum of eight (8) hours in length. TriTech recommends that the Client have a supervisor present at each training class. Ideally, this supervisor would have participated in part with the implementation process.

Training classes will start on a Tuesday, and end on Friday. The number of students attending the User Training course will be limited to ten (10) students per class.

This class will be held at the Client's site.

7.3.7.4   Inform CAD Post Go Live System Optimization and Advanced Configuration Workshop

Note: Services defined in this section will only be provided if this optional item is purchased.

The focus of this three (3) day course is to review the system configuration with the client and address questions relating to workflow or how the system is utilized.

Students will cover the use of the Inform CAD administrative tools and code files.

Students will also cover response plans and advanced methods of adjusting responses to provide for the closest, most appropriate unit selection. Students are highly encouraged to bring examples of current response scenarios that require assistance or may yet need to be completed.

Training classes will start on a Tuesday, and end on Thursday. The number of students attending the User Training course will be limited to ten (10) students per class.

This class will be held at the Client's site. The Client is responsible for providing adequate training facilities, including a conference room with adequate space and seating/conference table space, white board, projector, and computer projector (capable of 1024x768 resolution).

Prerequisites: Completion of Inform CAD Dispatcher/Call Taker User Training.

7.3.7.5 GISLink Utility Training Course

The focus of this course is to prepare selected Client personnel to import and use existing GIS data in Inform CAD and manage the GIS data used by Inform CAD , Inform Mobile and Inform RMS. GISLink is a Utility that provides a way for Clients to intelligently import Client GIS data into the Inform CAD databases. It consolidates GIS data related tools for maintaining and using GIS data in TriTech products.

The training course will also cover the maintenance methods for Inform Mobile Maps, Inform GEO Maps and Inform RMS address location services.

Training classes will be conducted between Tuesday and Thursday, based on mutual availability of the TriTech and Client staff. Training course will be limited to three (3) students per class.

This class will be held at the Client's site. The Client is responsible for providing adequate training facilities, including at least one Inform CAD console with GISLink utility installed on it.

Prerequisites: GIS knowledge and background; familiarity with ESRI tools and ArcMap.

No other activities (including but not limited to TriTech performing follow up changes to the Client's maps, development of special material for the Client, or a follow-up one-on-one session with the Client's GIS staff) are within the scope of this class.

7.3.7.6 Inform CAD and Mobile System Administration Training (TriTech Site)

The System Administration Training course provides an overall administrative perspective of the system including operating system and database management software and equipment components. This comprehensive 4-5 day course is held at TriTech headquarters, and trains System Administrators and staff members on how to set up and administer infrastructure configurations for the Client-configured Inform CAD System. The class will also provide attendees with sufficient skills to perform system maintenance manage and monitor interfaces, manage system operation and database settings for application support, maintenance and backup, and general troubleshooting skills.

Attendance of the Client-designated individuals should be coordinated and scheduled through TriTech's Project Manager and should be coordinated in such a way that does not interfere with progress of the Project. System Administration classes are held regularly in TriTech's training facility in San Diego and may have attendees registered from agencies other than the Client.

Training classes start on a Monday and end on Friday. The number of attendees will be based on the number of seats that have been purchased by the Client. If more than one seat is purchased by the Client, the Client has the option to send their attendees to one class or different classes.

The Client is responsible for the travel fees and out of pocket expenses for their staff attending this class in TriTech's facility.

Prerequisites: Basic Windows and SQL Server knowledge

No other deliverables or follow up activities, including creating special material or applications for the Client, are included within the scope of this class.

7.4 Implementation of Inform Mobile

7.4.1 Remote Inform Mobile Configuration Workshop

Typically, several weeks after the Inform CAD Configuration and Administration has been completed. The Business Analyst will set up the initial Inform Mobile Configuration. This is completed remotely.

7.4.2   Inform Mobile Configuration Workshop

The Inform Mobile Configuration Workshop is conducted by a TriTech Business Analyst. Inform Mobile is an Inform CAD-Integrated System, meaning that a significant amount of mobile functionality is dependent upon CAD functions as well as the configuration of the Client's Inform CAD system. Given this interdependency, the Inform Mobile Configuration Workshop generally will follow Inform CAD initial Implementation and Setup.

During the Inform Mobile Configuration Workshop, the Business Analyst will give a demonstration of the Mobile product. It is suggested that Client personnel who will be responsible for facilitating Mobile end user training should also take part in the configuration of Mobile.

7.4.2.1 TriTech Responsibilities

a)   Schedule the Inform Mobile Configuration Workshop meeting in accordance with the Client's availability and the Project Schedule.

b)   Prepare and distribute the meeting agendas and documents for Client review or completion to all required attendees two weeks prior to each meeting.

c)   Conduct the meetings based on the distributed agenda.

d)   Document and assign owners and due dates to any action items and track all action items to closure.

e)   Prepare and submit a TCR upon completion of the Inform Mobile Configuration Workshop activities, and upon delivery of the trip report to the Client.

7.4.2.2 Client Responsibilities

a)   Provide adequate facilities to comfortably hold the Inform Mobile Configuration Workshop to include a computer projector, whiteboards, and adequate seating. Two projectors are preferred.

b)   Provide communications center representatives authorized to make decisions with regard to the interrelationship between Mobile use and dispatcher control functions such as status updates; traffic stops and the like.

c)   Provide subject matter experts that can describe operational requirements of field users.

d)   Provide a subject matter expert for Mobile WAN connectivity, firewall and network configuration and in-vehicle computer hardware.

e)   Ensure that requested information such as data elements necessary to begin the Subsystem build are provided within a timely manner.

f)   Participate in the Change Management Process for any requested software changes.

g)   Review and approve the applicable TCRs.

7.4.3   Inform Mobile Map Data Import

The process of Inform Mobile Map Data Map Import converts the Inform CAD streets data into a format that can be used by Mobile. This process also includes adding necessary map layers for the Client.

7.4.4 Inform Mobile Training

Inform Mobile Training classes are conducted based on the quantities that are specified in the Cost Proposal. These classes are conducted on consecutive days, on the weekdays during business hours (Tuesday-Friday, during business hours). Alternate training schedules (multiple classes per day, evening, and weekend classes) will be subject to additional charge. Training classes will only be delivered after the FAT have been completed and the results are documented in a TCR.

TriTech trains a small group of the trainers from the Client field users, and that group completes training the balance of the field users.

A detailed description of these classes is provided below.

7.4.4.1 TriTech Responsibilities

a) Schedule training classes with the Client.

b) Conduct training classes as scheduled.

c) Prepare and submit a TCR to the Client upon completion of each class or group of consecutive classes.

7.4.4.2 Client Responsibilities

a) Schedule appropriate Client staff to attend scheduled training.

b) Provide adequate facilities for the execution of the training to include adequate seating for each workstation and an overhead projector.

c) Provide Inform Mobile workstations for each attendee are highly desired.

d) Review and approve the applicable TCRs.

7.4.4.3 Inform Mobile Administration Course

Mobile Administration training is a hands-on course provided by experienced trainers who have both training and public safety experience. This half (½) day course prepares the Mobile Administrator to configure and maintain the Mobile Server and Mobile Interface(s). The course is designed for up to three students. Access to the Mobile Server and Interface(s) is required. During this process TriTech Business Analyst will instruct the client on installation of Mobile Clients and provides assistance for installation of up to five (5) Mobile devices. The Client will be responsible for installation of the balance of Mobile devices.

The course includes the operation of the Mobile system including customization of specific screen layouts, Active & Waiting Incident Queue, Unit Queue, and agency-specific screens.

Training classes will be conducted between Tuesday and Friday. The number of students attending the User Training course will be limited to two (2) students per class.

Prerequisites: Knowledge of: 1) HTML/XML, CSS, and JavaScript 2) SQL, especially views, stored procedures, and database schema; and 3) Standard GPS protocol (TAIP and NMEA)

7.4.4.4 Inform Mobile Train-the-Trainer Course

Mobile Train-the-Trainer training is a hands-on course provided by experienced trainers who have both training and public safety experience. The course prepares personnel to use Inform Mobile and teach others how to use Inform Mobile. The course can accommodate up to eight (8) students with working and configured Mobile devices. It is desirable that each participant have their own configured Mobile device.

The course includes user operation including starting and stopping the application, updates, screen layouts, messaging, status changes, mobile maps, incident assignments and incident updates. Hands-on training and agency scenarios may vary by Agency. The duration of this class is four (4) hours. Training classes will be held between Tuesday, and Friday. The number of students attending the User Training course will be limited to eight (8) students per class.

This class will be held at the Client's site. The Client is responsible for providing adequate training facilities, including a conference room with adequate space and seating/conference table space, white board, projector, and computer projector (capable of 1024x768 resolution).

Prerequisites: Completion of a Microsoft Windows Tutorial (this may be waived upon demonstrated ability to work with Windows), typing skills of a minimum of 25 words/minute and Mobile field user experience.

7.5 Inform CAD/Mobile Functional Testing (FT)

Inform CAD Functional Testing (FT) follows a standard content, approach and format. It is a hands-on three (3) day Workshop. An Inform CAD Business Analyst provides the Client with guidance during the functional testing, prior to the start of End User Training. This process will be based on the standard TriTech FT documents and use case scenarios. The FT documents have a standard content and format. The standard TriTech FT documents will be sent to the Client for review prior to conducting the tests. The FT results are documented in a TCR for verification and receipt by the Client. Upon completion of FT, the Client and TriTech will review the list of FT failures (if any), and perform an assessment of the errors and determine the timeline for remedying the issues (pre versus post Go Live).

The Client will repeat any specific failed FT tests following the correction of any issues which has caused the test to fail. This process will not include a repeat of the entire tests.

> **Note 1**: TriTech may organize at its discretion, separate breakout FT sessions for subsections of the FT documents that are applicable only to one agency (for example, applicable only to a Sheriff's Department or single agency). Each test will be executed once, and all applicable users and agencies must attend the FT session and observe the tests.

> **Note 2**: The attendees conducting the FT must have attended all prior CAD Workshops in order to have familiarity with the navigation of the software. This testing is not intended to be an end-user training session.

7.5.1 TriTech Responsibilities

a) Deliver TriTech's standard FT documents to the Client no later than two weeks prior to conducting the FT.

b) Provide a TCR to the Client to approve the receipt of the FT documents.

c) Assist the Client in conducting the FT in accordance with FT documents.

d) Identify and document any issues discovered during the FT.

e) Upon completion of FT prepare and submit a TCR to the Client, including a list of any exceptions to FT.

7.5.2   Client Responsibilities

a) Provide workstations with Inform CAD Client installed.

b) Provide adequate facilities to comfortably conduct the FT to include an overhead projector and whiteboard.

c) Participate in the FT by providing operational subject matter experts.

d) Assist TriTech in documenting FT findings and results.

e) Review and approve the appropriate TCRs.

7.6 Implementation of Inform RMS

The upgrade from Inform RMS Classic to Inform RMS Web will be implemented through a series of standard steps and process gates. These steps are designed to ensure that the operational needs of the Client are identified, the configurations are verified, and the system is tested to validate the proper functionality of the system prior to the upgrade. At a high level, the Inform RMS Web Upgrade consists of the following steps:

1) Testing/Training Phase:
   a. Upgrade the current installed version of Inform RMS Client UI in the Client's Test/Training environment to the latest, most appropriate version to include a data refresh from the Client's Production RMS Client UI server.
   b. Install a new installation of Inform RMS Web UI to the latest, most appropriate version in the Client's Pre-Production environment for configuration, training, and testing purposes.
   c. Enable integration between the RMS Client UI Server in the Test/Training environment and the RMS Web UI Server Pre-Production environment.
   d. Conduct Workshops, remote Business Analysis and Consultation Services, and RMS User Training sessions.
   e. Upgrade the current installed version of Inform RMS Client UI in the Client's Production environment to the latest, most appropriate version.
2) RMS Web Production Cutover Phase:
   a. Disable integration in the Production environment between Inform FBR Production and Inform RMS Client UI (in Primary environment).
   b. Purge test/training data from the Inform RMS Web UI Server before deploying into production.
   c. Change the integration with the Inform RMS Web UI Production Server (previously Pre-Production) from the Inform RMS Client UI Server Test/Training environment to the Inform RMS Client UI Server Production environment (in Primary environment).
   d. Decommission Inform FBR Classic server to include turning off the integration with CAD and Inform RMS.
   e. Provide onsite Go-Live Support Services for Inform RMS as specified in the Cost Proposal.
3) Post RMS Web Production Cutover Phase:
   a. Install a new installation of Inform RMS Web UI to the latest, most appropriate version in the Client's Test/Training environment for future configuration, training, and testing purposes.
   b. Enable integration between the RMS Client UI Server in the Test/Training environment and the Inform RMS Web UI Server in the Test/Training environment.

7.6.1   Inform RMS Configuration and Administration Workshop

The Inform RMS Configuration and Administration Workshop is a hands-on (4) day Workshop for Inform RMS System Administrators. During the Workshop students will learn how to create users, assign roles, create templates and assign workflows, create and maintain system code tables, and map UCR codes. During the training the Business Analyst will review and configure the Inform RMS system defaults. Students also learn overall administration responsibilities for implementation, configuration, and maintenance of Inform RMS.

Participants include the TriTech RMS Business Analyst and should not generally exceed eight (8) core members of the Client's implementation team. The Client's team should include at a minimum the RMS Central and Local Administrators.

Note 1: The Client's provisioning of Code File information is an early Project checkpoint. Remote Web sessions will be scheduled as a follow up to guide the Client through the Code File build process. This information is needed to prepare for the Template and Workflow Workshop. Any incomplete, inaccurate or delayed Code File information can have a cascading effect on the Project Schedule.

Note 2: Unless specifically purchased in the Historical Data Conversion, the migration or conversion of personnel, user Id's, or code files are not included. It is the responsibility of the Client to build these in the Inform RMS Client and Web UI Subsystems.

7.6.1.1 TriTech Responsibilities

a) Schedule the Inform RMS Configuration and Administration Workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the Workshop agenda and documents for Client review or completion to all required attendees two weeks prior to the training.

c) Conduct the Workshop based on the distributed agenda.

d) Introduce the Client to, and begin documentation of the Action Item Document

e) Prepare and submit a Trip Report based on the Workshop activities.

f) Provide the Client team with a copy of the Inform RMS Client and Web UI User and Administration Guides.

g) Prepare and submit a TCR upon completion of the Workshop.

7.6.1.2 Client Responsibilities

a) Provide workstations with Inform RMS Client UI and Web UI installed.

b) Provide adequate facilities to comfortably conduct the Workshop to include an overhead projector and whiteboard.

c) Ensure complete participation of Central and Local Inform RMS Administrators for the purposes of completing the Code File buildout.

d) Continue the Code File building activities, including personnel and roles, after completion of this training.

e) Review and approve the applicable TCR.

7.6.2   Inform RMS Geographical Information Services (performed remotely)

7.6.2.1 Creation of Locator Packages and Services

The TriTech GIS Analyst will work remotely with the Client to create the address locator packages and configure the RMS GIS services within ArcGIS. The Client must provide TriTech with access to an ArcGIS server to create these packages and services. GIS data must be from a single ArcGIS server for evaluation and configuration.

7.6.2.2 TriTech Responsibilities

a) Evaluate Client-supplied GIS data to ensure it is formatted correctly for creation of the address locator packages.

b) Create the address locator packages, and configure the RMS GIS services on the Client's ArcGIS and Inform RMS.

c) Prepare and submit a TCR upon completion of this work.

7.6.2.3 Client Responsibilities

a) Provide data in the required format, and per Project Schedule.

b) Based on the evaluation provided by TriTech, make needed changes to mapping data to allow the resulting GIS data to meet TriTech's mapping data requirements.

c) Provide access to the Client's ArcGIS server for configuration and usage with Inform RMS.

d) Review and approve the appropriate TCR.

7.6.3   Inform RMS Template and Workflow Workshop

Once the initial Configuration and Administration Workshop has been completed, the next work session will be the Inform RMS Template and Workflow Workshop. This four (4) day Workshop includes training on the software utilities for completing the building of the Inform RMS Web UI templates and workflow configuration. Additional Workshop time is included to allow the attendees' time to build agency templates and workflows. The TriTech Business Analyst will provide guidance as needed.

Client will be responsible for bringing sample reports for template building and creation.

Participants include key members of TriTech's implementation team and should not generally exceed eight (8) core members of the Client's implementation team. The Client's team should include RMS Central and Local Administrators that attended the RMS Configuration and Administration Workshop.

> **Note**: Upon completion of this Workshop, it is the Client's responsibility to complete the Template and Workflow configurations.

7.6.3.1 TriTech Responsibilities

a) Schedule the Workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the Workshop agenda and documents for Client review or completion to all required attendees two weeks prior to the training.

c) Conduct the Workshop based on the distributed agenda.

d) Provide hands on training on the applicable system and introduction to different modules and their configurations.

> **Note**: This training is not intended to be comprehensive for end user understanding of the Subsystem. The purpose is to give the participant an understanding of the configuration and administration of Inform RMS Web UI.

a) Document and assign owners and due dates for any action items and track all action items to closure within the Action Item Document.

b) Prepare and submit a Trip Report based on the Workshop activities.

c) Prepare and submit a TCR upon completion of the Workshop.

7.6.3.2 Client Responsibilities

a) Provide workstations with Inform RMS Client UI and Web UI installed upon.

b) Provide adequate facilities to comfortably conduct the Workshop to include an overhead projector and whiteboard.

c) Ensure complete participation of Central and Local Inform RMS Administrators for the purposes of completing Template and Workflow building.

d) Continue the Template and Workflow building activities after completion of this training.

e) Observe the change control process for any requested software changes.

f) Review and approve the applicable TCRs.

7.6.4 Inform RMS Output Designer Workshop

The TriTech project team will conduct the three (3) day Inform RMS Output Designer Workshop. This session is intended for creating custom form outputs using Microsoft SQL Server Reporting Services (SSRS) which can be accessed from the Inform RMS Web UI Data Entry Templates. Using the Inform RMS Output Designer application utility, attendees will learn to generate a dataset based on the Inform RMS Module template, utilizing SSRS to customize the output based off a pre-defined default output report. Attendees will also learn how to configure the templates to use the custom form output within the Inform RMS Web Data Entry Designer tool.

This is an advanced Workshop and attendees must have prior experience using SSRS. TriTech will not provide training on SSRS. This Workshop will be up to three (3) consecutive days with a class size limitation of three (3) students.

7.6.4.1 TriTech Responsibilities

a) Schedule the Workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the Workshop agenda and documents for Client review or completion to all required attendees two weeks prior to the training.

c) Conduct the meetings based on the distributed agenda.

d) Prepare and submit a TCR upon completion of the Workshop.

7.6.4.2 Client Responsibilities

a) Provide workstations with Inform RMS Client UI and Web UI installed.

b) Provide adequate facilities to comfortably conduct the Workshop to include an overhead projector and whiteboard.

c) Ensure participation of the appropriate personnel.

d) Continue the Output Designer activities after completion of this training.

e) Review and approve the applicable TCR.

7.6.5 Inform RMS Remote Configuration and Consultation

After completion of the Inform RMS Configuration and Administration Workshop and Template Workshop, the assigned TriTech Business Analyst will work with the Client to provide remote configuration and consultation throughout the initial Code File and Template building process as sold in the Cost Proposal. The Client will be primarily responsible for the Code File and Template/Workflow configuration process throughout the project.

TriTech will deliver the Inform RMS System with the base NCIC Codes. The Client is responsible for building and maintaining the RMS System to include but not limited to System Codes, Personnel, Property Locations, and Violation Codes (including local ordinances) with the appropriate UCR mapping.

> **Note**: It is the responsibility of the client to complete all RMS configuration prior to the Validation and Readiness Workshop.

The Project includes:

> Five (5) Inform RMS Remote Configuration and Consultation Workshops, each lasting two (2) hours

7.6.5.1 TriTech Responsibilities

a) Monitor and provide Remote Configuration and Consultation sessions as purchased in the Cost Proposal.

b) Prepare and submit a TCR to confirm the completion of the Remote Configuration and Consultation work sessions.

7.6.5.2 Client Responsibilities

a) Provide timely completion of the Code Files, Personnel ID's and Roles, Templates and Workflows throughout the project.

b) Participate in the remote Configuration and Consultation work sessions.

c) Review and approve applicable TCRs.

7.6.6 Inform RMS Validation and Readiness Workshop

Once the template building is complete and code files built by the customer, a Validation and Readiness workshop is conducted. The Validation and Readiness workshop for Inform RMS will be four (4) days and will be held at the Client's facilities on the Client's system hardware after it has been configured by TriTech.

The Inform CAD Validation and Readiness workshop will review the completeness of the templates, workflow, and codes in the Client's system, review system functionality, and conduct an overall system readiness assessment. This session will also provide a forum for the Client to discuss any final workflow questions or issues prior to End User Training.

7.6.6.1 TriTech Responsibilities

a) Schedule the Inform RMS Validation and Readiness workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the meeting agendas to all required attendees a week prior to each meeting.

c) Conduct the workshop based on the distributed agenda.

d) Review templates, workflow, and codes for completeness.

e) Review system functionality.

f) Prepare and submit a TCR upon completion of the Inform RMS Validation and Readiness workshop and upon delivery of the trip report to the Client.

7.6.6.2 Client Responsibilities

h) Provide adequate facilities to comfortably hold the Inform RMS Validation and Readiness workshop to include an overhead projector. Inform RMS workstations for each participant are required.

i) Provide subject matter experts that can examine workflows and test the templates. These persons should have the ability to make decisions regarding any changes in workflows and processes that may arise.

j) Provide participants that are versed with the ability to adjust the configurations, or system if the need arises.

k) Ensure participation of key stakeholders and decision-makers in the Inform RMSValidation and Readiness workshop.

l) Observe the change control process for any requested software changes.

m) Review and approve the applicable TCRs.

7.6.7 Inform RMS Functional Testing (FT)

Note: Services defined in this section will only be provided if this optional item is purchased.

Inform RMS Functional Testing (FT) follows a standard content, approach and format. It is a hands-on three (3) day Workshop. An Inform RMS Business Analyst provides the Client with guidance during the functional testing, prior to the start of End User Training. This process will be based on the standard TriTech FT documents and use case scenarios. The FT documents have a standard content and format. The standard TriTech FT documents will be sent to the Client for review prior to conducting the tests. The FT results are documented in a TCR for verification and receipt by the Client. Upon completion of FT, the Client and TriTech will review the list of FT failures (if any), and perform an assessment of the errors and determine the timeline for remedying the issues (pre versus post Go Live).

The Client will repeat any specific failed FT tests following the correction of any issues which has caused the test to fail. This process will not include a repeat of the entire tests.

> **Note 1**: TriTech may organize at its discretion, separate breakout FT sessions for subsections of the FT documents that are applicable only to one agency (for example, applicable only to a Sheriff's Department or single agency). Each test will be executed once, and all applicable users and agencies must attend the FT session and observe the tests.

> **Note 2**: Successful completion of the FT as part of the Pre-Go Live testing process does not constitute Final System Acceptance.

> **Note 3**: The attendees conducting the FT must have attended all prior RMS Workshops in order to have familiarity with the navigation of the software. This testing is not intended to be an end-user training session.

7.6.7.1 TriTech Responsibilities

a) Deliver TriTech's standard FT documents to the Client no later than two weeks prior to conducting the FT.

b) Provide a TCR to the Client to approve the receipt of the FT documents.

c) Assist the Client in conducting the FT in accordance with FT documents.

d) Identify and document any issues discovered during the FT.

e) Upon completion of FT prepare and submit a TCR to the Client, including a list of any exceptions to FT.

7.6.7.2 Client Responsibilities

a) Provide workstations with Inform RMS Client UI and Web UI installed.

b) Provide adequate facilities to comfortably conduct the FT to include an overhead projector and whiteboard.

c) Participate in the FT by providing operational subject matter experts.

d) Assist TriTech in documenting FT findings and results.

e) Review and approve the appropriate TCRs.

7.6.8   Inform RMS Training

> **Note:** Training classes are conducted based on the quantities that are specified in the Cost Proposal. The appearance of a course description in this Statement of Work does not mean a course will be conducted – it must be listed in the Cost Proposal.

Inform RMS Training classes are conducted on consecutive weekdays (Tuesday-Friday) during business hours. Alternate training schedules (multiple classes per day, evening, and weekend classes) will be subject to additional charge. Training classes will only be delivered after the Inform RMS FT has been completed and the results are documented.

Descriptions of classes are provided below.

7.6.8.1   TriTech Responsibilities (for all Inform RMS Classes)

a) Schedule the Inform RMS Training class(es) in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the training documents for Client printing for all required attendees two weeks prior to each meeting.

c) Conduct the training session(s) for the licensed product options on a mutually agreed to schedule.

d) Prepare and submit a TCR upon completion of each class, or a group of consecutive classes.

7.6.8.2   Client Responsibilities (for all Inform RMS Classes)

a) Provide workstations with Inform RMS Client UI and Web UI installed.

b) Provide adequate facilities to comfortably conduct the FT to include an overhead projector and whiteboard.

c) Provide a Local RMS Administrator for each class that can answer agency specific questions as related to the build of the Client's system.

d) Review and approve the applicable TCRs.

7.6.8.3   Inform RMS User Training – Records

The Inform RMS End User Training for Records is a hands-on course that prepares the students to add, edit, and modify Incident, Arrest, Custody, Crash, Citation, Field Interviews, Pawn, Permits and Licensing, and other Event reports. This class also instructs users on how to search crime report records easily and efficiently. Students learn how to maintain State-reportable UCR/NIBRS reports. This class is recommended for all personnel responsible for the day-to-day records data entry and maintenance of all departmental reports. This three-day course prepares a core set of end users to use Inform RMS.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the internal structure of the Records Department and departmental policies and procedures. 3) An understanding of how the Records Department interacts with Dispatch and Patrol.

7.6.8.4   Inform RMS User Training – Field Officers

The Inform RMS End User Training for Field Officers session is a hands-on two (2) day course. This course trains students to use Inform RMS Web UI and includes instructions on how to create and submit Incident, Arrest, Field Interview, Citation, and Crash reports through the workflow process.

©2019 TriTech Software Systems

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies and reporting procedures. 3) An understanding of how Patrol interacts with the Records Department and Dispatch.

7.6.8.5   Inform RMS User Training - Property and Evidence Training

The Inform RMS Property and Evidence training is a hands-on two (2) day course for personnel responsible for entering, updating, and maintaining evidence records, tracking tow/impounds, and providing written notification for property or impounds. Students learn how to build evidence locations, search evidence records, manage evidence items, create item barcodes, and use barcoding for inventory evidence. Training should be conducted directly with the Evidence Technicians at the agency's Evidence room as it includes administrative and user training.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies and procedures associated to maintaining Evidence. 3) A thorough understanding of how each of the Agency's Evidence locations are laid out and used.

7.6.8.6   Inform RMS User Training - Investigations

The Inform RMS Investigations training is a hands-on two (2) day course for Case Managers, Investigative Supervisors, and Investigators (Detectives). Students learn how to assign cases for investigation and track their progress, add case supplements/case materials, create incident supplements, arrests, and update cases as needed. If purchased (Intelligence Module), Students will also learn how to add, edit, and search Intelligence records, create an RMS case from intelligence data and use the Intelligence Master Index. Training should be conducted directly with detectives that can train other detectives at their agency; this helps ensure proper workflows are discussed and configured.

Training classes are conducted between Tuesday and Friday, with a maximum of ten (10) students per class.

Prerequisites: 1) Basic understanding of computers and the Microsoft Windows Environment. 2) A comprehensive understanding of the departmental policies and procedures associated to Case Management, Investigations, and the management of Intelligence data (if applicable).

7.6.8.7   Inform RMS Report Writing Class

The Inform RMS Report Writing class is a hands-on three-day course that explains when an ad hoc report is needed, how to understand the Inform RMS database structure, and how to create ad hoc reports using the embedded report writer. TriTech recommends that the Inform RMS Report Writing training session occur after the agency has had an opportunity to enter a substantial amount of data into the system (usually one to three months after go live). This class is recommended for personnel that will utilize the provided reporting tools to extract data from the Inform RMS.

Training classes will be conducted between Tuesday and Friday. The number of students attending the User Training course will be limited to no more than ten (10) students per class.

Prerequisites: 1) Completion of Inform RMS Training. 2) Basic understanding of computers and the Microsoft Windows Environment. 3) Understanding of Department Reporting requirements.

7.6.9   Inform RMS Post Go Live Advanced Workshop

> **Note**: Services defined in this section will only be provided if this optional item is purchased.

Approximately 30-45 days upon completion of the RMS go live, the TriTech Business Analyst will conduct a hands-on three (3) day Advanced Workshop. This Workshop will be used to review and access any opportunities for optimizing the Inform RMS Subsystem.

Participants include key members of TriTech's implementation team and should not generally exceed eight (8) Central and Local Administrators that attended the RMS Configuration and Administration Workshop.

> **Note**: It is the Client's responsibility to continue any additional State Validation work directly with the State for the state submission error checking and corrections.

7.6.9.1 TriTech Responsibilities

a) Schedule the Workshop in accordance with the Client's availability and the Project Schedule.

b) Prepare and distribute the Workshop agenda and documents for Client review or completion to all required attendees two weeks prior to the training.

c) Conduct the Workshop based on the distributed agenda.

d) Prepare and submit a Trip Report based on the Workshop activities.

e) Prepare and submit a TCR upon completion of the Workshop.

7.6.9.2 Client Responsibilities

a) Provide workstations with Inform RMS Client UI and Web UI installed.

b) Provide adequate facilities to comfortably conduct the Workshop to include an overhead projector and whiteboard.

c) Ensure complete participation of Central and Local Inform RMS Administrators.

d) Observe the change control process for any requested software changes.

e) Review and approve the applicable TCRs.

7.7   Implementation of IQ Search

IQ Search is implemented through a series of standard steps and process gates. These steps are designed to ensure that the operational needs of the Client are identified, the configurations are verified, and the system is tested to validate the proper functionality of the system prior to deployment. The following sections describe the implementation process for IQ Search.

7.7.1   IQ Setup and Conversion Services

The historical data import is a process by which TriTech extracts applicable data from TriTech applications and imports that data into IQ Search. The data is then available for search and reporting functionality subject to subscriptions purchased.

The Historical data import includes up to five (5) years of data from each of the following TriTech source applications. Note: Each application must be on release versions designated as IQ Search compatible.

- Inform CAD

- Inform RMS

Note: Data import from any other sources, or greater than 5 years is subject to additional services and will be priced separately.

The data available in IQ Search from the Inform Product Suite is listed in each applications' IQ Search Field Mapping Guide.

7.7.1.1 TriTech Responsibilities

a) Deliver the IQ Search Client Readiness Checklist to Client and review with Client once completed and returned.

b) Install and Configure Synchronization.

c) Perform historical Bulk Import.

d) Configure IQ Search:

- o Provision Agencies within IQ Search
- o Provision Administrator Users within IQ Search

e) Prepare and submit Task Completion Reports (TCR) to the Client for approval to document delivery of products and services.

7.7.1.2 Client Responsibilities

a) Complete the IQ Search Client Readiness Checklist, return and review with TriTech once completed, address any necessary requirements.

b) Provide remote access to TriTech's implementation team to Client servers.

c) Make appropriate Client staff available during the installation to assist TriTech's implementation team in resolving any issues during the process.

d) Review and approve the applicable TCRs.

7.7.2 IQ Search Administration Training (Remote)

This TriTech instructor led class is designed for those individuals who will be responsible for the administration of IQ Search. Participants will be instructed on how to configure, administer, and operate IQ Search in an administration role. The recommended class size for this training is up to 9 participants.

This training is up to 4 hours and is delivered in one remote session.

At the completion of the training, participants will be able to perform the following:

- Access and successfully login to IQ Search

- Understand the IQ Search site

- Understand the management console for IQ Search

- Create and manage roles

- Create and manage users

7.7.2.1 TriTech Responsibilities

a) Schedule the Administration training in accordance with the Client's availability and the Project Schedule.

b) Provide standard Administration training sessions for Client personnel

c) Prepare and submit TCRs upon completion of the training.

7.7.2.2 Client Responsibilities

a) Schedule appropriate personnel to attend Administration training.

b) Ensure participation of the appropriate personnel.

c) Review and approve the applicable TCRs.

7.7.3 IQ Search Core End User Training (Remote)

This TriTech instructor led class is designed for the end users of IQ Search. End users include roles such as officers, records clerks, dispatchers, dispatch supervisors, managers, and agency administrators. This class may be attended by the end users, or trainers who will be training the end users within the agency(ies). The recommended class size for this training is up to 12 participants.

This training is up to 4 hours and is delivered in one remote session.

At completion of this training, participants will be able to perform the following:

- Access and successfully login to IQ Search
- Understand the IQ Search site
- Use links within the site
- Use Online Help
- Use Search Filters
- Save searches and manage saved searches
- View Search History
- View Search Details
- Set up Search Alerts and manage alerts
- Create and access reports

These half day courses are conducted remotely and trains a core set of end users on the IQ Search System. Typically, the remaining end users will be trained via Client delivered training sessions.

The number of students attending the User Training course will be limited to no more than ten (10) students per class.

> **Note**: All remaining IQ Search end users must complete Client provided end user training.

7.7.3.1 TriTech Responsibilities

a) Schedule the IQ Search Core End User Training class(es) in accordance with the Client's availability and the Project Schedule.

b) Conduct the training session(s) on a mutually agreed to schedule.

c) Prepare and submit a TCR to the Client upon completion of the training.

7.7.3.2 Client Responsibilities

a) Provide adequate facilities to comfortably hold the training activities.

b) Ensure participation of the appropriate personnel.

c) Ensure that all IQ Search core end-users attend the end-user training provided by TriTech.

d) Provide IQ Search training to all other end users.

e) Ensure that each IQ Search end-user completes relevant training before assigning the end-user a username and password to access the IQ Search.

f) Review and approve the appropriate TCR.

7.7.3.3 IQ Search Acceptance

The IQ Search application will be considered Accepted upon completion of the first IQ Search Core End User Training provided by TriTech and the first Subsystem (such as Inform CAD or Inform RMS) is contributing Production data to the IQ Search application.

7.8 Implementation of IQ CrimeView Dashboard

The IQ CrimeView Dashboard will be implemented through a series of standard steps and process gates.

7.8.1 Prerequisite Collection and Preparation

The Client's preparation and delivery of prerequisites to the TriTech project team is a critical gate for starting the implementation work.

7.8.1.1 TriTech Responsibilities

a) Provide a prerequisites list following the project kick-off meeting.

b) Prepare and submit a TCR upon completion of critical prerequisite collection.

7.8.1.2 Client Responsibilities

a) Configure hardware, including creation of a TriTech local administrator account on the application servers (details in Appendix A)

b) Provide source data access information, typically including ODBC connection details, a read-only database user in each source system, installation of any necessary ODBC or other drivers on the Import Server, and delivery of data dictionaries or target table/field information where requested by TriTech.

c) Install required software on the Import Server: ArcGIS Desktop, ArcGIS VBA, TriTech Desktop application(s)

d) Provide required GIS data (details in Appendix B)

e) Configure remote access according to TriTech's approved remote connectivity methods

f) Review and approve the applicable TCRs.

7.8.2 Application Configuration, Staging Deployment, and Initial Review

The TriTech Implementation Specialist will configure and automate the ETL (Extract, Transform, and Load) processes, including configuring connection(s) to the CAD, RMS, and/or other data sources, SQL or text file imports, data processing, geocoding, and output and transfer of data. Upon completion of this process, the Implementation Specialist will configure the Dashboard application according to the Application Specifications listed in Appendix B and Standard Field Lists listed in Appendix C. The application will then be installed in the TriTech staging environment and demonstrated to the customer for an initial review.

7.8.2.1 TriTech Responsibilities

a) Configure the ETL process and Dashboard application.

b) Provide the Client with data categorization worksheets as necessary.

c) Install the application in the TriTech staging environment.

d) Schedule and conduct the Application Review Meeting.

e) Prepare and submit a TCR upon completion of the Application Review Meeting.

7.8.2.2 Client Responsibilities

a) Respond promptly to information, data, and assistance requests from the TriTech team.

b) Complete data categorization worksheets, if required, within 5 business days of the request.

c) Work with the TriTech Project Manager to facilitate scheduling a date for the Application Review meeting.

d) Schedule the appropriate personnel from the Client's team to attend the Application Review Meeting. This review should include key stakeholders, including analysts, appropriate command staff representatives, and other potential users and subject matter experts.

e) Review and approve the applicable TCRs.

7.8.3 Installation

The TriTech Implementation Team will install the application.

7.8.3.1 TriTech Responsibilities

a) Coordinate an Installation Planning Meeting with the customer if necessary

b) Install the application in the live (Cloud premise) environment.

c) Prepare and submit a TCR upon completion of the installation.

7.8.3.2 Client Responsibilities

a) Review and approve the applicable TCRs.

7.8.4 Dashboard Administrator/Designer Training (Remote)

This TriTech instructor led class is designed for those individuals who will be responsible for the administration of the IQ CrimeView Dashboard users, permissions, and content. These individuals typically hold analyst, command staff, GIS, or Information Technology positions. Participants will be instructed on how to use the full application, add/remove users, configure roles and permissions, create content (widgets, alerts, queries on demand, and notes), and organize the content into briefing books and groups. The recommended class size for this training is 2-8 participants.

This training is 4- 6 hours and is delivered in one or two remote sessions.

7.8.4.1 TriTech Responsibilities

d) Schedule the Administrator/Designer training in accordance with the Client's availability and the Project Schedule.

e) Provide standard Administrator/Designer training sessions for Client personnel

f) Prepare and submit TCRs upon completion of the training.

7.8.4.2 Client Responsibilities

d) Schedule appropriate personnel to attend Administrator/Designer training.

e) Ensure participation of the appropriate personnel.

f) Provide adequate hardware, telecom, and/or other facilities for the training.

g) Review and approve the applicable TCRs.

7.8.5 Dashboard Train the Trainer Training (On Site)

> **Note**: Train the Trainer occurs after Go Live, System Review and is not a dependency for System Acceptance.

> **Note**: This training must occur within 6 weeks of Go Live, System Review. If the Client cannot schedule the training within this window, an alternative, equivalent delivery method such as a video or remote training will be provided. No refund or credit will be provided as a result of this change.

This TriTech instructor led class is designed for a focused group of Dashboard end users who will be responsible for formally or informally training the balance of users at the agency. End users include roles such as officers, command staff, analysts, and administrators. This class may be attended by the end users or trainers who will be training the end users within the agency(ies). The recommended class size for this training is up to 15 participants, and TriTech recommends that each participant follows along on a computer.

At completion of this training, participants will be able to perform the following:

- Access and successfully login to Dashboard

- Navigate and view the content within the site

- Run queries and analysis routines within the site.

- View and post notes/missions within the site.

- Save their own individual queries within the site.

This training includes two duplicate 4 hour sessions that are delivered on-site both on the same day or in the afternoon of the first day and the morning of the following day. These half day courses train a core set of end users on the IQ CrimeView Dashboard System. Typically, the remaining end users will be trained via Client delivered training sessions.

The number of students attending the User Training course will be limited to no more than fifteen (15) students per class.

7.8.5.1 TriTech Responsibilities

d) Schedule the Dashboard Train the Trainer classes in accordance with the Client's availability and the Project Schedule.

e) Conduct the training session(s) on a mutually agreed to schedule.

f) Prepare and submit a TCR to the Client upon completion of the training.

7.8.5.2 Client Responsibilities

f) Provide adequate training facilities, including a conference room with adequate space, computers for each attendee, and a computer projector.

g) Prepare the training computers by installing any required software and ensuring access to the Dashboard website(s).

a) Ensure participation of the appropriate personnel.

b) Provide Dashboard training to all other end users.

c) Review and approve the appropriate TCR.

7.9 Implementation of Advanced Reporting Module (ARM)

The Advanced Reporting Module will be implemented through a series of standard steps following standard application specifications.

7.9.1 Application Configuration and Deployment

The TriTech Implementation Specialist will configure the Advanced Reporting Module to display the data entities and reports as described in Appendix D – Advanced Reporting Module System Requirements and Application Specifications, and the TriTech Implementation Team will install the application.

7.9.1.1 TriTech Responsibilities

a) Coordinate an Installation Planning Meeting with the Client if necessary

b) Install the application in the live environment.

c) Prepare and submit a TCR upon completion of the installation.

7.9.1.2 Client Responsibilities

a) Coordinate assistance, as needed, from the Client Systems Administrator if the application is to be installed at the Client's premise.

b) Review and approve the applicable TCRs.

7.9.2 Advanced Reporting Module Training (Remote)

Note: This training must occur within 3 weeks of completion of the Application Configuration and Deployment phase (denoted by a TCR). If the Client cannot schedule the training within this window, an alternative, equivalent delivery method such as a video or remote training will be provided. No refund or credit will be provided as a result of this change.

This TriTech instructor led class is designed for either a small group of end users or the individuals who will be responsible for formally or informally training the balance of users at the agency. The recommended class

size for this training is up to 15 participants. At completion of this training, participants will be able to perform the following:

a) Navigate and view the content within the application.

b) Filter and select data.

c) Ste report parameters.

d) Export reports to Microsoft Excel.

e) Print standard reports.

f) Save bookmarks and share sessions remotely.

This training is two (2) hours and is delivered in one remote session.

7.9.2.1 TriTech Responsibilities

a) Request a list of Client users to be licensed in the system.

b) Schedule the Advanced Reporting Module training in accordance with the Client's availability and the Project Schedule.

c) Provide the Advanced Reporting Module training session for Client personnel.

d) Prepare and submit TCRs upon completion of the training.

7.9.2.2 Client Responsibilities

a) Provide a list of Client users to be licensed in the system.

b) Schedule appropriate personnel to attend the training.

c) Ensure participation of the appropriate personnel.

d) Provide adequate hardware, telecom, and/or other facilities for the training.

e) Review and approve the applicable TCRs.

7.10 Advanced Reporting Module Go Live & System Review

"Go Live" occurs at the point when the Advanced Reporting Module application is available to trained Advanced Reporting Module users. This initiates the System Review, during which the client takes responsibility for testing and data validation, and TriTech provides support and consultation.

7.10.1 System Review

Once one or more Advanced Reporting Module logins have been provided to the client, and the training has been completed, the application will be considered "live", and the System Review will begin. During the System Review, the Client is responsible for reviewing the application and informing the TriTech Project Manager of any noticed or potential issues or deficiencies with the configuration or data. The System Review period will expire in 10 business days, at which point, TriTech will address all submitted items and close the project.

TriTech responses to each submitted item will fall into one of the following categories:

a) This item refers to something in the application or data configuration that has been confirmed and fixed/changed.

b) Further information or action from the Client is required to assess the item (a time window for Client action will be provided).

c) This item requires Client action to fix (a time window for Client action will be provided).

d) This item identifies a software bug that has been submitted for review and rectification.

e) This item refers to a function or known limitation of the application that lies in the application code rather than the configuration, and changes to the application code are excluded from this project.

Suggested Client Review Items:

a) Availability of data entities, as outlined in Appendix D – Advanced Reporting Module System Requirements and Application Specifications.

b) Data integrity and completeness:
  - Compare/confirm the number of records vs. the source database (CAD/RMS) by running identical queries in both systems.
  - Confirm that the fields displayed in the Table contain the expected values (including codes/descriptions)

c) Application functions
  - Test selection and filtering functions and confirm that the displayed data and charts change appropriately as filters are applied
  - Confirm ability to save bookmarks
  - Confirm ability to print reports

7.10.1.1 TriTech Responsibilities

a) Prepare and submit a "Go Live" TCR at the completion of Advanced Reporting Module Training

b) Notify the Client that the System Review period has begun

c) Receive and address all items/issues submitted by the Client during the System Review

d) Prepare and submit a TCR.

7.10.1.2 Client Responsibilities

a) Complete the Suggested Client Review Items listed above.

b) Inform the TriTech Project Manager of any questions, issues, or requested configuration changes.

c) Review and approve the appropriate TCRs

7.11 Implementation of NEARme

NEARme will be implemented through a series of standard steps following standard application specifications.

7.11.1 Application Configuration and Deployment

The TriTech Implementation Specialist will configure NEARme to display the data entities present in the Client's CrimeView Dashboard application. Upon completion of internal testing, the server-side components application will be installed in the live environment, and the install file and reports as described in Appendix E – NEARMe System Requirements and Application Specifications, and the TriTech Implementation Team will configure the application server-side and install it on a test computer (PC). The test PC should meet the technical requirements for NEARme and have GPS capabilities that are generally representative of what the agency's officers or deputies use in the field.

7.11.1.1 TriTech Responsibilities

a) Coordinate GPS testing on the test PC

b) Configure the server-side NEARme component of the CrimeView Dashboard

c) Install NEARme on the test PC

d) Prepare and submit a TCR upon completion of the installation.

7.11.1.2 Client Responsibilities

a) Coordinate GPS integration testing and test installation on a test computer (PC)

b) Review and approve the applicable TCRs.

7.11.2 NEARme Overview Training (Remote)

Note: This training must occur within 3 weeks of completion of the Application Configuration and Deployment phase (denoted by a TCR). If the Client cannot schedule the training within this window, an alternative, equivalent delivery method such as a video or remote training will be provided. No refund or credit will be provided as a result of this change.

This brief TriTech instructor led class is designed for the CrimeView Dashboard Administrator and Designer users, Crime Analyst(s), and the individuals who will be responsible for formally or informally training the balance of users at the agency. The recommended class size for this training is up to 15 participants. At completion of this training, participants will be able to perform the following:

a) Use the Dashboard Manager site to build and distribute NEARme themes (data views) and application packages and give users NEARme access

b) Install and configure the NEARme application on user computers

c) Use the NEARme application to view data, missions, and officer locations

d) View mission attachments and add comments to missions

The duration of this training is 1 hour.

7.11.2.1 TriTech Responsibilities

a) Provide the NEARme install to the Client Project Manager

b) Schedule the NEARme training in accordance with the Client's availability and the Project Schedule.

c) Provide the NEARme training session for Client personnel

d) Prepare and submit TCRs upon completion of the training.

7.11.2.2 Client Responsibilities

a) Distribute the NEARme install package to the training attendees (it does not need to be installed)

b) Schedule appropriate personnel to attend the training.

c) Ensure participation of the appropriate personnel.

d) Provide adequate hardware, telecom, and/or other facilities for the training.

e) Review and approve the applicable TCRs.

7.12 NEARme Go Live & System Review

"Go Live" occurs at the point when (1) the NEARme application has been installed and successfully tested on the test PC, (2) a NEARme application package containing at least two themes configured by TriTech is available to users (confirmed on the test PC), and (3) formal or informal training has been provided. This initiates the System Review, during which the client takes responsibility for testing and data validation, and TriTech provides support and consultation.

7.12.1 System Review

Once the conditions listed above have been met, the application will be considered "live", and the System Review will begin. During the System Review, the Client is responsible for reviewing the application and informing the TriTech Project Manager of any noticed or potential issues or deficiencies with the configuration or data. The System Review period will expire in 10 business days, at which point, TriTech will address all submitted items and close the project.

TriTech responses to each submitted item will fall into one of the following categories:

a) This item refers to something in the application or data configuration that has been confirmed and fixed/changed.

b) Further information or action from the Client is required to assess the item (a time window for Client action will be provided).

c) This item requires Client action to fix (a time window for Client action will be provided).

d) This item identifies a software bug that has been submitted for review and rectification.

e) This item refers to a function or known limitation of the application that lies in the application code rather than the configuration, and changes to the application code are excluded from this project.

Suggested Client Review Items:

a) Ability to install and log into NEARme

b) Ability to utilize "Device Location" in NEARme on GPS-enabled user PCs.

c) Ability to create themes and publish NEARme application configurations in the Dashboard Manager site.

d) Ability to select data themes, view and view and identify records and missions in NEARme.

7.12.1.1 TriTech Responsibilities

a) Prepare and submit a "Go Live" TCR at the completion of NEARme Training

b) Notify the Client that the System Review period has begun

c) Receive and address all items/issues submitted by the Client during the System Review

d) Prepare and submit a TCR.

7.12.1.2 Client Responsibilities

a) Complete the Suggested Client Review Items listed above.

b) Inform the TriTech Project Manager of any questions, issues, or requested configuration changes.

c) Review and approve the appropriate TCRs

7.13 Implementation of Crimemapping.com

> **Note**: Crimemapping.com utilizes the hardware, software, and other requirements for CrimeView Dashboard and may be implemented prior to Dashboard if desired by the Client. Completion of task 7.8.1, Prerequisite Collection and Preparation, is a prerequisite for this task.

The TriTech Project Manager will provide the Client with a Crime Categorization Worksheet enabling them to match the Agency's offense codes to the 15 Crimemapping Crime Categories. All offense codes not mapped to one of the 15 categories will be excluded from the site. The Client will complete the worksheet and return it to the Project Manager within 5 days.

Upon receipt of the required items and information, the TriTech Implementation Specialist will configure the data extraction application and deploy the agency's data to the Crimemapping environment. Site and data specifications are listed in *Appendix F – Crimemapping.com Specifications.*

The TriTech Project Manager will provide the Client with the Crimemapping Staging Site URL and login information. At this point, the Client will have 10 days to review the site prior to the data being made available to the public on Crimemapping.com.

7.13.1.1 TriTech Responsibilities

a) Connect to the source server and configure the ETL process

b) Prepare the Crime Categorization Worksheet and provide it to the Client

c) Configure the agency on the Crimemapping.com staging site

d) Provide the Client with the Crimemapping.com staging site URL and login account

7.13.1.2 Client Responsibilities

a) Complete the Crime Categorization Worksheet within 5 days and return it to the TriTech Project Manager

b) Provide the following to the TriTech project manager:
   - o Jurisdiction boundary GIS file (if available)
   - o Address of the agency's headquarters

- The agency website and up to three additional URLs may be provided for reference on Crimemapping.com

7.14 Crimemapping.com System Review & Go Live

The Crimemapping.com System Review initiates upon TriTech's provision of the Crimemapping staging site URL and login account. The System Review duration is 10 days, and upon completion of the review period, the client agency's data will be released to the publicly available Crimemapping.com site signifying "Go Live."

7.14.1 System Review

During the System Review, the client is responsible for reviewing the application and informing the TriTech Project Manager of any noticed or potential issues or deficiencies. The System Review period will expire in 10 business days, at which point, TriTech will address all submitted items prior to Go Live.

TriTech responses to each submitted item will fall into one of the following categories:

- This item refers to something in the application or data import configuration that has been confirmed and fixed/changed.
- Further information or action from the Client is required in order to assess the item (a time window for Client action will be provided).
- This item is a result of the source query or GIS data provided by the Client and requires Client action to fix (a time window for Client action will be provided).
- This item identifies a software bug that has been submitted for review and rectification.
- This item refers to a function or known limitation of the application that lies in the application code rather than the configuration, and changes to the application code are excluded from this project.

Suggested Client Review Items:

- Ability to log into the Crimemapping staging site

- Presence of client agency data in the staging site, searchable by agency, address, and city/state

- Data integrity and completeness: the crime records shown on the site generally reflect the count queried from RMS. Note: data filtering and categorizing may produce slight variations between RMS and Crimemapping.com, and the site generally shows one record per included offense rather than one record per incident.

- Geocoding: the records are placed appropriately on the map. Note: map placement is generalized to the center of the street in an effort to protect victim privacy.

7.14.1.1 TriTech Responsibilities

a) Receive and address all items/issues submitted by the Client during the System Review

b) Release the Client Agency's data to the public Crimemapping.com site after the 10 day review period

c) Prepare and submit a TCR.

7.14.1.2 Client Responsibilities

a) Review the Agency's data on the Crimemapping Staging Site

b) Provide approval to release the Agency's data to the public Crimemapping.com site prior to expiration of the 10 day review period if desired

c) Review and approve the appropriate TCRs

7.15 Implementation of System Interfaces

7.15.1 Inform Standard Interfaces' Requirement Gathering and Configuration

The functionality and applicable configuration options for each of the TriTech Standard Interfaces are described in the Interface Functional and Configuration Documents (IFCDs).

A TriTech Systems Engineer will review the IFCDs for each of the applicable Standard Interfaces with the Client's subject matter experts detailing the parameters that will be set to meet the functionality for the Interface. This process may be performed for different interfaces at different times. This process will be performed remotely via phone conference. The Client is responsible for engaging the third party vendors whose systems are being interfaced with, so that an end to end flow of the data is discussed.

TriTech Systems Engineer will configure and install the Standard interfaces on Client's system hardware. IFCDs are not Client specific documents, and functionality as written is not subject to edits, changes, or approval.

Installation and configuration of Standard Interfaces can only be performed by qualified members of TriTech System Engineering or Engineering teams, using proprietary tools. Once each of the Standard Interfaces are installed and configured, they can be staged for FT.

Any changes to the functionality of a Standard Interface from the Purchase Agreement will be subject to additional cost and configuration time.

TriTech is not responsible for coordination, management, or covering the cost of any software, work, customization, coding or testing that is required to be performed by the third party vendors engaged in the implementation of the standard or custom interfaces, unless the work is defined under a subcontract with TriTech within the scope of this Purchase Agreement.

> **Note 1**: Standard Interfaces are developed and enhanced within the TriTech product version process for TriTech software products (such as Inform RMS). Changes to standard Interfaces will require adherence to the development life cycle therein. Changes to standard Interfaces that are delivered within this life cycle will require the Client's system to be on a compatible version.

> **Note 2**: The Client's provision of Interface Functionality for Standard Interfaces is an early Project checkpoint. This information will help the client understand the configuration portion of the IFCD.

> **Note 3**: Any changes to the configuration of Standard Interfaces made by the Client makes the Interface non-supportable, and all troubleshooting efforts resulted by such changes will be subject to additional cost.

> **Note 4**: The Client is responsible for any services or software needed from such Third Party Systems to allow for interaction with the Third Party System or for connecting to TriTech Interfaces Software in the absence of a Third Party API. TriTech is not responsible for any cost associated for the API, any required third party lab or certification testing, cost associated with required programming or custom work by the third party vendors, or any license fees that may be required by the third party vendors.

7.15.2 NCIC/State Software

The functionality and applicable configuration options for each of the TriTech Standard Interfaces are described in the Interface Functional and Configuration Documents (IFCD).

A TriTech Systems Engineer will review the IFCDs for each of the applicable Standard Interfaces with the Client's subject matter experts detailing the parameters that will be set to meet the functionality for the Interface. This process may be performed for different interfaces at different times. This process will be performed remotely via phone conference. The Client is responsible for engaging the third party vendors whose systems are being interfaced with, so that third party documentation can be provided to TriTech in a timely manner.

TriTech Systems Engineer will configure and install the Standard interfaces on Client's system hardware. IFCDs are not Client specific documents, and functionality as written is not subject to edits, changes, or approval.

Installation and configuration of Standard Interfaces can only be performed by qualified members of TriTech System Engineering or Engineering teams, using proprietary tools. Once each of the Standard Interfaces are installed and configured, they can be staged for FT.

Any changes to the requirements of the NCIC Interface from the Purchase Agreement will be subject to additional cost and configuration time.

7.15.3 Custom Interfaces' Requirement Gathering and Configuration

A TriTech Systems Engineer will review requirements specified by the Purchase Agreement applicable to Custom Interfaces, and lead gathering detailed operational requirements within the scope of the Purchase Agreement. This process may be performed for different interfaces at different times. This process will be performed remotely via phone conference.

Once sufficient information has been gathered to describe the operational functionality of the Interface, the Systems Engineer will create Operational Scenario Documents (OSD) detailing the operation of the Interface. Client's input in detailing all relevant information regarding the operations of these interfaces and interactions with the external systems are essential to timely and accurate development of the OSDs. The completed OSDs will be provided for Client's review. This document must be approved by both the Client and TriTech prior to development. The Client will be given a TCR that the document was provided, meets

the requirements and has been reviewed with the Client. The Client must review the OSD within 8 days from delivery by TriTech, and provide comments and questions back to TriTech or provide approval if no changes or edits is necessary.

The Client is responsible for obtaining the API for each of the third party vendors that TriTech applications are interfacing with. The API must be for the version of the third party software that TriTech will be interfacing with. The timelines for providing these documents to TriTech is concurrent with development of the OSD, so that any limitations associated with the level of integration with the third party application can be taken into consideration.

Delays in review and approval of the OSDs can impact timely development of the interfaces, and ultimately delay the Go Live of the system. All requirement changes for Custom Interfaces after approval of the OSD shall follow the Change Management process, and may be subject to additional cost and development time.

Upon approval of the OSD the custom interfaces are developed by TriTech engineering team. Once developed, these interfaces will be installed on Client equipment and go through testing with the Client and applicable third party vendors who own and administer the vendor side of the interface.

The Client is also responsible for coordinating execution of a mutual Non-Disclosure Agreement (NDA) between the third party vendors and TriTech before any technical information or documentation can be exchanged or testing can commence.

TriTech is not responsible for coordination, management, or covering the cost of any software, work, customization, coding or testing that is required to be performed by the third party vendors engaged in the implementation of the standard or custom interfaces, unless the work is defined under a subcontract with TriTech within the scope of this Purchase Agreement.

Note 1: The Client's provision of Interface requirements for each of the Custom Interfaces is an early Project checkpoint. This information is needed to develop the OSDs for Custom Interfaces. Incomplete, inaccurate, or delayed information can have a cascading effect on the Project Schedule, and may result in a significant delay in completion of the project.

Note 2: The Client is responsible for providing Application Programming Interface (API) documentation for the Third Party Systems. The API must document the integration process for the level of interface integration defined by TriTech's response to the RFP. The Client is responsible for any services or software needed from such Third Party Systems to allow for integration with the third party system.

Note 3: The scope of functionality for the custom interfaces is limited to 1) the capability of the TriTech System being interfaced and 2) the Application Programming Interface (API) capabilities of the external system being interfaced.

Note 4: High level descriptions of each of the custom interface listed in Appendix B - Custom TriTech Interfaces will become the basis for the scope of detailed requirements, described in

the OSD. Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

Note 5: The Client is responsible for coordinating the development of the vendor side of all interfaces to the third party applications for the interfaces that the vendor is not a TriTech Subcontractor, based on the Purchase Agreement.

Note 6: TriTech is not responsible for any cost associated for the API, any required third party lab or certification testing, cost associated with required programming or custom work by the third party vendors, or any license fees that may be required by the third party vendors.

7.15.4 Interface Functional Testing (FT)

All Standard and Custom Interfaces are subject to Functional Testing (FT). FT for Interfaces are based on a standard set of TriTech FT documents for each interface, as they are applicable to Client's configurations and functionality described in the approved OSD for the interface (if Custom Interface).

These tests have a standard format and will be sent to the Client for review prior to conducting the FT.

The Client will repeat any failed FT test following the correction of any issues which has caused the test to fail.

7.15.4.1 TriTech Responsibilities

a) Provide the IFCD to the Client for review for each of the Standard Interfaces.

b) Prepare and submit a TCR to the Client, documenting the delivery of the IFCDs to the Client for Standard Interfaces.

c) Install and Configure the Standard Interfaces.

d) Gather the operational requirements for each of the Custom Interfaces and develop and OSD.

e) Provide the OSD to the Client for review and approval. (for custom interfaces only)

f) Prepare and submit a TCR to the Client, documenting Client's approval of the OSD for each of the Custom Interfaces.

g) Develop the Custom Interfaces based on the approved OSD.

h) Install and configure the NCIC/State Software.

i) Install and configure the Custom Interfaces.

j) Prepare and submit TCRs upon installation of the Interfaces.

k) Provide the FT documents to the Client for review prior to conducting the FT for each interface.

l) Provide a TCR to the Client to approve the receipt of the FT documents.

m) Assist the Client in conducting Functional Testing in accordance with FT documents.

n) Prepare and Submit a TCR, documenting completion of FT including any exceptions to FT.

o) Resolve FT issues and assist the Client with the re-run tests as required.

7.15.4.2 Client Responsibilities

a) Participate in the review of the IFCDs and provide the configuration information to TriTech in a timely manner.

b) Provide the information that are necessary for development of the OSD for each Custom Interface.

c) Obtain the API for each of the third party applications that TriTech interfaces with and provide the document to TriTech.

d) Review and approve the OSDs based on the required timelines.

e) Engage the third party vendors in the requirement gathering, development, testing and other interface development activities.

f) Review and approve the FT documents.

g) Participate in the FT.

h) Assist TriTech in documenting FT findings and results.

i) Review and approve the applicable TCRs.

7.16 System and Subsystem Go Live

The "cut over" of each of the Inform CAD and Inform RMS Subsystems, and their Interfaces into the production environment is a highly orchestrated activity that will require resources from both the Client and TriTech teams. It is required that Inform RMS Client and Web UI Subsystems are taken into production at the same time.

7.16.1 Go Live – Inform CAD / Inform RMS

Once end-user training has been completed and the Inform Subsystem is ready to be placed into production, TriTech will assist the Client in placing the system into operation. In preparation for Go Live, TriTech will assist the Client in cleaning the training data from the Inform Subsystem(s).

TriTech will provide the Client with a standard Go Live authorization letter that must be approved by the Client no later than 2 weeks prior to Go Live. This letter will list all the Subsystems that are scheduled for the Go Live, and any exceptions to Go Live applications. It also memorializes the date and time of Go Live, as well as the Client's confirmation that the System and staff are ready for Go Live.

At Go Live, the TriTech and Client implementation teams will support the users in the transition to the new System. Any issues are logged and resolved through TriTech Technical Services following all Post Go Live Hypercare Support Segments.

The duration of the Go Live support for the Inform Subsystems for this project will be provided as sold in the Cost Proposal and outlined below. This includes pre and post go live support and all Post Go Live Hypercare Support Segments. The Project Manager will be an active participant in the Go Live process. Go Lives are conducted on consecutive weekdays (Monday-Friday). Go Lives that require TriTech support that begins before or extends beyond weekdays will be subject to additional charge. The breakdown of onsite Go Live Services is as follows:

Inform CAD, Mobile, and Inform CAD Interfaces:

  2 people for 2 days covering 24 hour shifts

Inform RMS Go Live Coverage:

> 2 people for 3 days covering single a shift during normal business hours

7.16.1.1 TriTech Responsibilities

a) Prepare and submit a Go Live authorization letter to the Client.

b) Identify the participants for the Go Live in accordance with the terms of the Purchase Agreement.

c) Have specified personnel onsite in advance of the Go Live date to begin the final inspection of the Client's system as part of the Go Live preparations.

d) Be on-site to assist the Client in placing the system into production status.

e) Assist Client staff in using the system and assist the computer operations staff in supporting the system.

f) Provide System monitoring following the actual System cut over as specified within the Purchase Agreement.

g) Prepare and submit a TCR.

7.16.1.2 Client Responsibilities

a) Complete Inform Subsystem roll out to support the Go Live date.

b) Review and approve the Go Live authorization letter no later than 3 weeks prior to each scheduled Go Live.

c) Complete all relevant end user training to support the Go Live of the Subsystems.

d) Place the software into production and begin operational use in consultation with TriTech and in accordance with the project schedule.

e) Provide adequate persons for the supervision and assisting the end users beyond the participation of the TriTech staff.

f) Provide dedicated workstations for TriTech support staff during Go Live support period.

g) Provide Client IT support to cover all Client end user and TriTech staff hours of operation.

h) Develop a process for the reporting and resolution of issues.

i) Review and approve the applicable TCR.

7.16.1.3 Post Go Live Hypercare Support

Upon completion of Go Live tasks described above, TriTech shall provide service level support as defined below –

Hypercare Support Segment 1 – four (4) days onsite support (M-Th) and one (1) day offsite support (Fr) by a Business Analyst during regular business hours for a period of four (4) weeks

Hypercare Support Segment 2 – upon completion of Segment 1, five (5) days offsite support (M-F) by a Business Analyst during regular business hours for a period of four (4) weeks

Hypercare Support Segment 3 – upon completion of Segment 2, five (5) days offsite support (M-F) by a dedicated Customer Support Analyst during regular business hours for a period of four (4) weeks.

Upon completion of Hypercare Support Segment 3, Client will follow the normal process for ongoing maintenance support as defined in the System Support Agreement. The Hypercare Support period will not preclude the transition of the Client into support, modify the terms of System Acceptance, or in any way delay the beginning of the Maintenance Support Agreement. The Hypercare Support period is a post Go Live project deliverable of agreed upon Services. During the Hypercare Support Segments, the assigned Analyst will serve as the primary point of contact for any identified issues by the Client. Issues discovered in times not covered by Hypercare Support will be reported following the agreed upon methods defined in the System Support Agreement.

7.16.2 CrimeView Go Live, System Review, & Acceptance

"Go Live" for CrimeView occurs at the point when the Dashboard application is available to trained Administrator users. This initiates the System Review, during which the client takes responsibility for testing and data validation, and TriTech provides support and consultation.

7.16.2.1 CrimeView System Review

Once one or more CrimeView Administrator logins have been provided to the client, and the Administrator/Designer training has been completed, the application will be considered "live", and the CrimeView System Review will begin. During the System Review, the client is responsible for reviewing the application and informing the TriTech Project Manager of any noticed or potential issues or deficiencies with the configuration or data. The System Review period will expire in 10 business days, at which point, TriTech will address all submitted items prior to Train the Trainer training.

TriTech responses to each submitted item will fall into one of the following categories:

- This item refers to something in the application or data import configuration that has been confirmed and fixed/changed.
- Further information or action from the Client is required in order to assess the item (a time window for Client action will be provided).
- This item is a result of the source query or GIS data provided by the Client and requires Client action to fix (a time window for Client action will be provided).
- This item identifies a software bug that has been submitted for review and rectification.
- This item refers to a function or known limitation of the application that lies in the application code rather than the configuration, and changes to the application code are excluded from this project.

Suggested Client Review Items:

- Presence of contracted Query Layers (example: Calls for Service, Incidents, Arrests, etc.)
    - Query Layers are listed/visible in the "What" query panel.

- Query layer data integrity and completeness:
    - Compare/confirm the number of records vs. the source database (CAD/RMS) by running identical queries in both systems.
    - Confirm the fields identified in the Statement of Work are included by viewing the data in the Table.
    - Confirm that the fields displayed in the Table contain the expected values (including codes/descriptions)
    - Review Crime/Incident/Data type categorization/symbology.

- Saved Query Completeness and Accuracy
  - o Confirm the accuracy and completeness of the Saved Query picklists on the "What" query panel.
  - o Perform queries and confirm that they return the expected results.

- Geocoding
  - o Use Pin Map queries and/or Filter widgets to plot records on the map and spot check general accuracy to confirm the mapped location matches the address/location listed on the record.
  - o Spot check the address values displayed in the Dashboard (every query layer) against the address listed in the source system/data.

- Geography and Operational Layers
  - o Confirm the Geographic Query Layers identified in project planning (up to 10) are present and the proper selection values are listed on the "Where" query panel (example: "Zone 1, Zone 2, Zone 3…")
  - o Confirm the Operational Layers identified in project planning (up to 5) are present and accurately reflect the GIS data provided for the project.

7.16.2.1.1 TriTech Responsibilities

a) Prepare and submit a "Go Live" TCR at the completion of Administrative/Designer Training

b) Notify the Client that the System Review period has begun, provide the review items listed above

c) Receive and address all items/issues submitted by the Client during the System Review

d) Prepare and submit a TCR.

7.16.2.1.2 Client Responsibilities

a) Complete the Suggested Client Review Items listed above.

b) Inform the TriTech Project Manager of any questions, issues, or requested configuration changes.

c) Review and approve the appropriate TCRs

7.16.2.2 CrimeView Acceptance

The CrimeView Dashboard application will be considered Accepted upon completion of the System Review.

8 SYSTEM ACCEPTANCE

Each of the Subsystems, including Inform CAD, Inform Mobile, and Inform RMS are considered Accepted upon the first production use.

Following Go Live and Hypercare, the Client must report all issues to TriTech as described in the Software Support Agreement.

9 PROJECT CLOSURE

When all project deliverables have been completed (at Go Live), Project Closure activities will take place immediately after Go Live. Support of the System and Subsystems are transitioned to TriTech's Technical Services Group immediately following the Go Live. Any remaining Project related administrative tasks are completed by TriTech and Client. Project documentation is archived and primary Client interaction is officially handed over from the TriTech Project Manager to the TriTech Account Manager.

9.1.1.1 TriTech Responsibilities

a) Provide payment reconciliation, final TCRs and final invoices.

b) Transition the TriTech point of contact from the Project Manager to the Account Manager and Technical Support Department.

c) Provide continued support based on terms of Purchase Agreement.

9.1.1.2 Client Responsibilities

a) Provide approval of Project TCRs within three (3) business days.

b) Provide payment reconciliation and payment of final invoices.

10 APPENDIX A - STANDARD TRITECH INTERFACES

> **Note**: The scope of functionality for these Standard interfaces is limited to 1) the capability of the TriTech System being interfaced and 2) the capabilities of the external system being interfaced.

> **Note**: High level descriptions of each of the custom interfaces below will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

> **Note**: The Client is responsible for coordinating the development of the vendor side of all interfaces to the third party applications for the interfaces that the vendor is not a TriTech Subcontractor, based on the Purchase Agreement.

List of Project's Standard Interface:

Production Environment:

a) One (1) Standard ANI/ALI Interface

b) One (1) Standard NCIC/State Software

c) One (1) Standard Inform RMS 4.6+ TRACS Interface (upgrade to existing VisionRMS license)

Disaster Recovery Environment:

a) None contracted

Test / Training Environment:

a) None contracted

10.1 NCIC State Message Switch

The Standard NCIC/State Message Switch Solution includes the following Connections, Transactions, and Query Builder Feature (Optional Purchased Feature):

10.1.1 Connections

10.1.1.1 Inform CAD

10.1.1.1.1   Standard Connections for Inform CAD

The following standard connections will be included in the project, subject to applicable access

a) State Justice Switch (County Justice Switch in California) for State/NLETS/NCIC transactions

---

b) Inform CAD Be On the Look Out (BOLO) and Supplemental Information. Access is available through Inform CAD and Mobile for BOLO and Supplemental Information (previous incident-related Person, Vehicle, Firearm and Property queries run from Inform CAD or Inform Mobile) queries.

c) Inform RMS System from Inform CAD (Only if Client has Inform RMS)

d) Inform Jail System from Inform CAD (Only if Client has Inform Jail)

10.1.1.1.2 Custom Connections for Inform CAD

Custom connections allow the ability to access additional records management systems, warrant/court systems, or other accessible external databases. Access to custom connections from Inform CAD and/or Inform Mobile will be identified.

Custom connections included in this Purchase Agreement:

a) No Custom Connections are included as part of this Purchase Agreement

10.1.1.2 Inform RMS

10.1.1.2.1 Standard Connections for Inform RMS

The following standard connections will be included in the project, subject to applicable access

a) State Justice Switch for State/NLETS/NCIC transactions

10.1.1.2.2 Custom Connections for Inform RMS

Custom connections allow the ability to access additional records management systems, warrant/court systems, or other accessible external databases.

Custom connections included in this Purchase Agreement:

a) No Custom Connections are included as part of this Purchase Agreement

10.1.2 Transactions

10.1.2.1 Standard State/NLETS/NCIC Connection Transactions

The following standard transactions will be included in the project, subject to applicable access (State switch access in most States and County access in California). These standard queries can be performed via Inform CAD PowerLine, Inform CAD Query entry page, Inform Mobile Query entry page, Inform RMS query entry page, and Inform Jail query page (Future Release)

a) The following Standard State transactions are supported:

Category	Message Key	Transaction Name
Vehicle	FQL	Florida Vehicle Title/Lien Query

Person	IAQ	NLETS Immigration Alien Query
Vehicle	MQ	Hazardous Materials Query
AdminOther	QII	NCIC Image Inquiry
Vehicle	TO	LoJack Turn Off Command
Vehicle	SU	LoJack Speed Up Command
Person	QR	Full III Criminal History Record Inquiry
Person	QWI	Criminal History (III) and Wanted Persons (NCIC) Inquiry
Person	KQ	NLETS Driver History Query
Person	FQI	Florida Criminal History Identification and Wanted Inquiry
Person	FQ	Florida Full Criminal History Inquiry
Person	FDQ	Florida Drivers License Query
Vehicle	FBQ	Florida Query Boat Registration
Vehicle	BQ	NLETS Query Boat Registration
Article	CAQ	NLETS Canadian Article File Query
Person	DQ	NLETS Driver Record Query
Person	FCI	Florida Criminal History Identification Inquiry
Gun	FCW	Florida Concealed Weapons Permit Inquiry
Person	FH	Florida Mail Request Criminal History Inquiry
Person	FS	Florida Summary Criminal History Inquiry
Article	QA	Single Article Inquiry
Vehicle	QB	Boat Inquiry
Gun	QG	Gun Inquiry
Person	QH	III Criminal History Record Inquiry
Vehicle	QV	Stolen or Felony Vehicle Inquiry
Person	FC	Florida Complete Criminal History Inquiry
Person	QW	Wanted Person Inquiry

Vehicle	RQG	NLETS Vehicle Registration Query By Region
Vehicle	FRQ	Florida Vehicle Registration Query
Vehicle	RQ	NLETS Vehicle Registration Query
Person	UQ	NLETS Canadian Driver Record Query
Vehicle	VQ	NLETS Canadian Vehicle File Query
Person	WQ	NLETS Canadian Person File Query
Vehicle	XQ	NLETS Canadian Vehicle Registration Query

b) The following responses are supported for parsing local Person and Vehicle state transactions. Parsing of returns is applicable if Client is using Inform RMS and transactions are already defined.

   o   Copy list here

Note: None of above queries include record entry, modification or update (Cancel, Clear, Locate) transactions. This functionality is available only if **Query Builder** is purchased and the customer builds the queries or TriTech develops the query. Reference Custom Transactions section.

Note: Above queries are included as long as they can run against Standard Connections, or Custom connections specified by the Purchase Agreement.

c) The following queries can be run from any system that is integrated with the TriTech Message Switch (TTMS).

   o   Standard Inform CAD Connection Transactions
   o   Inform CAD Be On the Lookout (BOLO) records:
      ▪   Person by Name or Driver's License Number
      ▪   Vehicle by License Plate or VIN
   o   Inform CAD Supplemental Information records:
      ▪   Person by Name or Driver's License Number
      ▪   Vehicle by License Plate or VIN
      ▪   Firearm by Serial Number

        ▪ Property by Serial Number

   o Standard Inform RMS Connection Queries
        ▪ Person by Name or Driver's License Number
        ▪ Vehicle by License Plate or VIN
        ▪ Article
        ▪ Location
   o Standard Inform Jail Connection Queries
        ▪ Person by Name or Driver's License Number

10.1.2.2 Custom Transactions

Custom transactions can be developed or performed via Inform CAD Records Check Client, Inform RMS Inline transactions, and Inform Mobile Query screens only. For an additional cost, custom PowerLine commands can be developed for these transactions in Inform CAD.

Examples of custom transactions include, but are not limited to the following:

a) Boat, aircraft, or ATV/snowmobile queries

b) Restraining Order or Criminal History queries

c) Administrative messages

d) Entry Transactions

e) Modify Transactions (modify existing records)

f) Update Transactions (Clear, Cancel, Locate)

g) Queries against records accessed through custom connections.

Custom connections included in this Purchase Agreement:

a) No Custom Connections are included as part of this Purchase Agreement

11 APPENDIX B - CUSTOM TRITECH INTERFACES

Note: The Client is responsible for providing Application Programming Interface (API) documentation to these Third Party Systems that document the integration process for the level of interface integration defined by TriTech's response to the RFP. The Client is responsible for any services or software needed from such Third Party Systems to allow for interaction with the Third Party System API or for connecting to TriTech Interfaces Software in the absence of a Third Party API.

Note: The scope of functionality for these custom interfaces is limited to 1) the capability of the TriTech System being interfaced and 2) the Application Programming Interface (API) capabilities of the external system being interfaced.

Note: High level descriptions of each of the custom interfaces below will become the basis for the scope of detailed requirements, described in the OSD. Any changes in the requirements documented in the System OSDs, post approval of the OSDs are subject to formal Change Order.

Note: The Client is responsible for coordinating the development of the vendor side of all interfaces to the third party applications for the interfaces that the vendor is not a TriTech Subcontractor, based on the Purchase Agreement.

List of Project's Custom Interfaces (OSDs to be provided):

Production Environment:

a) One (1) Inform RMS v4.6+ Integrated Solution - LINX Interface
b) One (1) Inform CAD Integrated Solution - Export to TAMMS
c) One (1) Inform RMS v4.6+ Integrated Solution - FileNet P8 RMS Data Export
d) One (1) Inform RMS v4.6+ Integrated Solution - MyHub RMS Import (Personnel Interface)

Disaster Recovery Environment:

a) None contracted

Test Environment:

a) None contracted

12 APPENDIX C – CRIMEVIEW SPECIFICATIONS

> **NOTE:** All hardware and software provided by the Client must be solely dedicated for the CrimeView Dashboard application unless approved in writing by the TriTech Project Manager.

12.1 CrimeView Hardware & Software Requirement

12.1.1 Client Hardware

a) CrimeView Import Server

1. CPU: Quad-core processor, 1.8 GHz or faster
2. 8 GB RAM
3. RAID 1 disk configuration using two (2) 146GB 15K RPM SAS disk drives
4. 1000Mb Network Card
5. Windows Server 2008, 2008 R2, 2012, or 2012 R2 (upon compatibility with ESRI's ArcGIS software)
6. Local administrator account provided to TriTech
7. A static external IP address: this is a security requirement in order to transmit data to the TriTech Cloud
8. Web access to https://extractor.omegagis.com

b) End User Workstations

1. Windows
   i. 2 GB RAM
   ii. Processor: 1.8 GHz or faster
   iii. Minimum monitor resolution: 1280 x 1024 px
   iv. 100/1000Mb network card
   v. Windows: Vista, 7, 8, 9, or 10
   vi. Internet Explorer 7 or later
   vii. Microsoft Silverlight 5 or later

2. Macintosh (Intel-based)
   i. 2 GB RAM
   ii. Processor: 1.83 GHz or faster
   iii. Minimum monitor resolution: 1280 x 1024 px
   iv. 100/1000Mb network card
   v. Safari
   vi. Microsoft Silverlight 5 or later

12.1.2 TriTech Provided Software

a) TriTech ETL Tools: Import Wizard, etc.

12.1.3 Client Provided Software

a) ArcGIS Desktop 10.0 - 10.4 – Standard License (formerly ArcEditor)

b) ArcGIS Desktop VBA Resources for Developers (no cost license only)

12.2 CrimeView Dashboard GIS Data & Application Specifications

12.2.1 GIS Data Specifications

a) Boundary and Landmark Features

The client shall provide files of relevant boundaries and landmarks within the area of interest. Typical features include:

    i.   Boundaries and jurisdictions such as beats and reporting districts

    ii.   Landmark information such as schools, parks, and other locations of interest

b) Geocoding Reference Data

The client is responsible for providing accurate Geocoding Reference Data in a GIS format that will be used to generate a geocoding service. Reference data may consist of street centerlines, address points, parcels, points of interest, or other GIS features referenceable in the data to be geocoded. The quality of geocoding (placement of records on the map) will be dependent upon the quality, completeness, and consistency of the Geocoding Reference Data and the consistency of location/feature names and references between the Geocoding Reference Data and the CAD, RMS, or other data being geocoded.

c) Map Caches

The CrimeView Dashboard supports the use of one or more map caches, which serve as the background map(s) for the application. ESRI's ArcGIS Online maps are the current default map caches for the application's background layers, and at its sole discretion, TriTech may replace one third party map cache source for another third party map cache. The client may provide map caches for the application if the following requirements are met:

    i.   Caches must be built using the Web Mercator Auxiliary Sphere (102100 or 3857) projection.

    ii.   If multiple caches will be used in the Dashboard, the zoom levels must match between caches.

    iii.   The caches must be accessible by URL to all intended end-users and to the location of the Dashboard web server.

    iv.   The client is responsible for maintaining the map cache(s) and assuring availability and accessibility.

    v.   The cache site may be required to reside in an SSL website.

12.2.2 Application Specifications

a) Data History

The Dashboard will include a rolling thirty-six (36) months of historical data for each dataset.

b) Widgets

Each widget presents data in based on the query/selection configured for it by the agency. Widgets can be added, deleted, and modified by administrator or designer users and are updated automatically up to four times per day. A total of 400 widgets are licensed with the Dashboard, and more may be added at an additional cost.

c) Briefing Books

Briefing books are role-oriented containers that store up to 10 pages of widgets at a maximum of 6 widgets per page. Briefing books can be configured by the Client agency's users as standard functionality. A total of 25 briefing books are licensed with the Dashboard, and TriTech will configure up to 2 standard briefing books to serve as initial content or templates for the Client.

d) Symbology

All applications include standard TriTech symbology for each data source.

e) Operational Layers

An operational layer represents a set of geographic features, typically boundaries or landmarks, that can be displayed on top of the base geography. TriTech will configure up to five (5) operational layers.

f) Saved Queries

Saved Queries are a set of pre-defined data queries organized in folders. Data queries are based on data available from the RMS or CAD system and vary in design from one application to another. TriTech will configure Saved Queries for the fields designated in Appendix C where code/description lookup tables are available either by provision from the customer or in the source database. Each Saved Query group will query one field within the data, and a maximum of five hundred (500) total saved query pick list items will be provided per designated field.

g) Geographic Queries

Geographic queries filter data query by location, a known boundary, point of interest, address or intersection. This will limit search results to those records occurring within the selected boundary or within the specified radius of the point of interest, address or intersection. TriTech will configure up to ten (10) geographic query layers.

h) Users

Three user types will be provided in order to utilize and administer the application:

    vi. Three (3) Administrator logins for purposes of creating new content and managing user logins

    vii. Unlimited Designer logins for purposes of creating and modifying content

    viii. Unlimited Standard User logins for purposes of viewing content and creating Queries on Demand

13 APPENDIX D – ADVANCED REPORTING MODULE SYSTEM REQUIREMENTS AND APPLICATION SPECIFICATIONS

13.1.1 Data Entities

a) The following data entities are included in the Advanced Reporting Module (ARM):

- o CrimeView ARM
    - ▪ Calls for Service
    - ▪ Incidents
    - ▪ Arrests*
    - ▪ Field Interviews*

b) *Arrest and Field Interview data is limited to summary view and is not presented on dedicated reports.

13.1.2 Standard Reports

a) The following standard reports are included in the Advanced Reporting Module:

- o CrimeView Standard Reports

▪ Statistical Briefing	▪ COMPSTAT
▪ Offense Reports	▪ CFS Report
▪ Temporal Analysis	▪ CFS Temporal Analysis
▪ Activity Reports	▪ CFS Response Times
▪ Repeat Address Report	▪ CFS Command Summary
▪ Command Summary KPIs	▪ CFS COMPSTAT
	▪ Unmatched Records

13.1.3 End User System Requirements

a) HTML5-compatible web browser.

- o Suggested browsers: Microsoft Explorer 8 or higher, Microsoft Edge, Mozilla Firefox (latest version), Apple Safari 9.0 or later, Google Chrome (latest version), Apple Mobile Safari (iOS9 or higher), Google Chrome for Android (version 5.0 or higher).

b) Suggested minimum monitor resolution: 1024x768

14 APPENDIX E – NEARME SYSTEM REQUIREMENTS AND APPLICATION SPECIFICATIONS

14.1 Data and Maps

a) All data entities (query layers) present in the Client's CrimeView Dashboard can be configured for display in NEARme.

b) One or more of the base maps included in CrimeView Dashboard can be made available in NEARme.

14.2 End User System Requirements

NEARme is a Microsoft Windows compatible application and requires installation on each user's device.

a) Microsoft Windows 7 or higher

b) External GPS device recommended

- o Most COM port devices are supported
- o Some USB and WIFI devices are supported
- o Windows Location Provider can be used if other GPS is not available

c) COM port splitter software (if COM signal is to be shared)

d) Internet access (WWW or constrained to required domains)

15 APPENDIX F – CRIMEMAPPING.COM SPECIFICATIONS

15.1.1 Crimemapping Specifications

a) Crimemapping.com will display only the most recent 180 days of crime incident data.

b) All applicable offenses will be displayed. Incidents with multiple offenses may result in multiple records on Crimemapping.com.

c) The records displayed on Crimemapping.com will be geocoded to the center of the road at the approximate location of the incident. Variations in accuracy of this point placement may result from the quality of the address data entered into RMS and the quality and accuracy of the GIS data provided by the Client.

d) The following fields will be queried daily from the RMS Incident table:

1. Primary Key / Unique Record Number
2. Incident/Case Number
3. Offense Code: national, state, or local code
4. Offense Description: description of the offense code
5. Address
6. Offense Date
7. Offense Time
8. Confidential Flag

e) Addresses will be generalized to the block address for display on Crimemapping.com. Example: "225 Main St" will be displayed as "200 Block Main St".

f) Crimemapping.com displays data matching the 15 Crime Categories listed below. All other Incidents/Offenses will be automatically excluded. The Client will be responsible for selecting which Offense Codes are displayed in each category, and the Client may choose to exclude any or all offenses from one or more categories.

1. Arson
2. Assaults
3. Burglaries
4. Disturbing the Peace
5. Drugs / Alcohol Violations
6. DUI
7. Fraud
8. Homicide
9. Motor Vehicle Thefts
10. Robbery
11. Sex Crimes
12. Theft / Larceny

13. Vandalism

14. Vehicle Break-In / Theft

15. Weapons

g) The agency website and up to three additional URLs may be provided for reference on Crimemapping.com. These will appear when a user views a crime record from that agency.

EXAMPLE ONLY – DO NOT COMPLETE

1.   Work Plan No.

2.   Project Information
The information in this section will be completed by Authority.

      A.   Project Title:

      B.   Project Summary

          i.   Project Purpose:

          ii.   Project Description:

          iii. Project Scope of Work and Deliverables:

3.   Schedule and Costs
The information in this section will be completed by Company and approved by Authority prior to performing any work.

      A.   Project Schedule/Timeline
Insert a project schedule and a timeline that clearly outline the work and deliverables and the time it will take to complete the work, provide the deliverables and complete the overall project.

      B.   Total Cost of Project
Provide the costs in U.S. dollars.

Expenditure <insert applicable terms>	Totals
Service Cost	
Hourly Service Rate	$
Number of hours to complete project	x
Total Service Cost	$
Reimbursable	
Data	$

Printing	$
Travel	$
Other:	$
Other:	$
Total Projected Reimbursable Cost	$
Total Projected Project Cost (Service Cost and Reimbursable)	$

C.   Reimbursable Costs:
Provide an explanation for all projected reimbursable costs listed in Item B above.

4.   Payment Method and Schedule
Payment(s) will be made via <Automated Clearing House (ACH) VIP Supplier / Automated Clearing House (ACH) Standard / ePayables / Purchasing Card (PCard)>. Invoices will be uploaded and submitted to the Authority in Oracle iSupplier.

<insert for projects one month and less>
Projects that are completed within one month or less will be paid in full upon completion of the project by Company and acceptance by Authority.

<insert for projects 30 to 90 days>
Projects with an anticipated duration of less than 90 days will be paid in three installments of 25% of the total amount due at 30 days from commencement of services, 25% of the total amount due at 60 days from commencement of services, and the final 50% due upon full completion and acceptance of all deliverables by Authority.

<insert for projects exceeding 90 days>
Projects with an anticipated duration of more than 90 days will be paid in four equal installments at the 25%, 50% and 75% completion milestones with the final installment to be paid upon full completion and acceptance of all deliverables by Authority.

Company must submit invoices to Authority at the appropriate intervals through Oracle iSupplier. Invoices must include a brief summary report of Company's activities under the Contract during the billing period and supporting documentation for all reimbursable expenses, as applicable.

Acknowledgement of Acceptance

Company agrees and accepts the terms of this Work Plan No. _____ as detailed above.

Exhibit F, Work Plan
Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   MASTER CONTRACT

Issued: 7/25/2019
Page 2 of 3

\<COMPANY\>:

BY: _____

Signature of Authorized Official

_____

Printed Name

_____

Title

_____

Date

Hillsborough County Aviation Authority

BY: _____

Signature of Authorized Official

_____

Printed Name

_____

Title

_____

Date

Exhibit F, Work Plan
Hillsborough County Aviation Authority
Master Contract
GSA Contract GS-35F-0006U
TriTech Software Systems   MASTER CONTRACT

Issued: 7/25/2019
Page 3 of 3

TriTech Cost Proposal

TriTech submitted updated budgetary pricing to TIA on April 10, 2019, using our GSA price schedule, which contained the following updates:

- Adds 2 additional CAD licenses for the Administrators' workstations
- Removes the Inform CAD Standard Alphanumeric Paging interface and associated maintenance
- Adds costs for a single train-the-trainer session each for Inform RMS Field Officers Training and for Inform Mobile End-User Training (associated travel added to project management)
- Increases the Inform CAD User Training Course (Per class - 4-day class up to 10 students) to a total of 4 classes to cover 40 users
- Adds 20 Field Ops users

This pricing update, dated April 29, 2019:

- Moves optional costs for post-go live "hypercare" to base pricing
- Increases CAD Data Conversion to 2 years of data
- Reduces the proposed upgrade credit to $94,250.00 (requires contract execution by 10/3/2019)

This page intentionally left blank.

PROPOSED PRICING

TriTech Software License Fee(s)

SIN#	Product Code	Inform CAD Software License Fee(s)	Unit Price	Qty	Total Price
132-33 SW License	IN-SW-110001-001	Inform CAD Browser (A - 1-40 Concurrent Users)	$9,000.00	1	$9,000.00
132-33 SW License	IN-SW-120002-001	Inform CAD Server Software (B - 6-20 Production Positions)	$27,000.00	1	$27,000.00
132-33 SW License	IN-SW-120007-001	Inform CAD Position	$9,000.00	15	$135,000.00
132-33 SW License	IN-SW-120015-001	Inform CAD the Archive Server Software	$2,250.00	1	$2,250.00
132-33 SW License	IN-SW-120036-001	Inform CAD The GISLink Utility	$4,500.00	1	$4,500.00
132-33 SW License	IN-SW-120033-001	NCIC/State Query Position for Inform CAD	$450.00	15	$6,750.00
132-32 Subscription	IN-SW-190094-001	Inform CAD Disaster Recovery System	$0.00	1	$0.00
132-33 SW License	IN-SW-190095-001	Inform CAD Test or Training System	$0.00	1	$0.00
132-33 SW License	IN-SW-120054-001	Standard ANI/ALI Interface	$8,100.00	1	$8,100.00
132-33 SW License	IN-IS-000001-001	Inform CAD Integrated Solution - Inform CAD Routing Server q=1	$157.50	118	$18,585.00
132-33 SW License	IN-IS-000001-001	Inform CAD Integrated Solution - Inform CAD Mapping Test or Training q=1	$157.50	3	$472.50
132-33 SW License	IN-IS-000001-001	Inform CAD Integrated Solution - TriTech Message Switch q=1	$157.50	140	$22,050.00
132-33 SW License	IN-IS-000001-001	Inform CAD Integrated Solution - Inform CAD Mapping q=15	$157.50	48	$7,560.00

Inform CAD Software License Fee(s) Subtotal: **$241,267.50**

SIN#	Product Code	Inform RMS Software License Fee(s)	Unit Price	Qty	Total Price
TriTech will upgrade Client's current VisionRMS licenses as part of this proposal					
132-33 SW License	IN-SW-180001-001	Inform RMS v4.6 + TRACs Interface (system license)	$7,020.00	1	$7,020.00

Inform RMS Software License Fee(s) Subtotal: **$7,020.00**

SIN#	Product Code	Inform Mobile Software License Fee(s)	Unit Price	Qty	Total Price
132-33 SW License	IN-SW-170002-001	Inform Mobile Server Software (A - 1-40 Positions) (system license)	$13,500.00	1	$13,500.00
132-33 SW License	IN-SW-170009-001	Inform Mobile Base Position with CJIS/NCIC Forms (per production position)	$900.00	20	$18,000.00
132-33 SW License	IN-SW-190098-001	Inform Mobile Disaster Recovery System (system license)	$0.00	1	$0.00
132-33 SW License	IN-SW-190099-001	Inform Mobile Test or Training System (system license)	$0.00	1	$0.00
132-33 SW License	IN-IS-000001-001	Inform CAD Integrated Solution - Inform Mobile Mapping q=20 (per production position)	$157.50	25	$3,937.50
132-33 SW License	IN-IS-000001-001	Inform CAD Integrated Solution - Inform Mobile Mapping Test or Training q=2 (per test/training position)	$157.50	3	$472.50

Inform Mobile Software License Fee(s) Subtotal: **$35,910.00**

TriTech Upgrade Credit: (\$-94,250.00)

TriTech Software License Fee(s) Total: **$189,947.50**

TriTech Implementation Service Fee(s)

SIN#	Product Code	CAD Implementation Service Fee(s)	Unit Price	Qty	Total Price
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Inform CAD Caller Location Query Installation and Configuration q=1	$157.50	9	$1,417.50
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Two (2) Hour CAD Remote Configuration and Consultation session q=8	$157.50	18	$2,835.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Inform CAD and Mobile Functional Testing (Onsite) - 3 days q=1	$157.50	36	$5,670.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Initial CAD Configuration and Setup (up to 16 hours) q=1	$157.50	18	$2,835.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Inform CAD Configuration and Administration Workshop (4 day at client site)q=1	$157.50	36	$5,670.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Routing/GIS Server Implementation q=1	$157.50	13	$2,047.50
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Initial GIS Analysis and Configuration for CAD and Mobile, and up to 4 hours of remote consultation services q=1	$157.50	111	$17,482.50
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Inform CAD Data Conversion (Caution Notes, Premises and Historical Data). This includes up to 2 years (8 quarters) of data from a single source	$157.50	254	$40,005.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Inform CAD Post Go Live System Optimization and Advanced Configuration workshop (3 days at the customer site) q=1	$157.50	36	$5,670.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Inform CAD Validation and Readiness Workshop (4 day at client site) q=1	$157.50	36	$5,670.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Inform CAD Workshop (4 day - Per class - at client site) q=1	$157.50	44	$6,930.00
132-51 IT Professional Services	IN-SV-100073-001	Base Inform CAD Disaster Recovery Server Configuration (Includes CAD Server, Unit Swap, Synchronization Software Installation, and 1 Failover test)	$5,995.80	1	$5,995.80
132-51 IT Professional Services	IN-SV-100074-001	Base Inform CAD Production System Installation (Includes Database Server, Web Server, Comm Server, 1 instance of Browser, up to 5 CAD workstations, Unit Swap, NetClock and Archive and Reporting Server)	$8,662.50	1	$8,662.50

132-51 IT Professional Services	IN-SV-100072-001	Inform CAD Test/Training Server Configuration (Includes Inform CAD Server and Unit Swap)	$3,307.50	1	$3,307.50
132-50 Training	IN-SV-100071-001	GISLink Training Course (3 day Onsite)	$3,780.00	1	$3,780.00
132-50 Training	IN-SV-190009-001	Inform CAD and Mobile System Administration Training Course (Per student - 4-5 days at TriTech)	$1,305.00	1	$1,305.00
132-50 Training	IN-SV-120015-001	Inform CAD User Training Course (Per class - 4-day class up to 10 students)	$5,040.00	4	$20,160.00
132-51 IT Professional Services	IN-SV-190076-001	Onsite Go Live Support Services for Inform CAD and Mobile (1 person - 2 days, 24 hour coverage)	$7,650.00	2	$15,300.00

<div align="center">Inform CAD Implementation Service Fee(s) Subtotal: $154,743.30</div>

SIN#	Product Code	RMS Implementation Service Fee(s)	Unit Price	Qty	Total Price
132-51 IT Professional Services	IN-SV-180008-001	Inform RMS v4.6+ Business Analysis and Consultation Services - Inform RMS 4 -Day Configuration and Administration Workshop (Onsite) q=1	$157.50	36	$5,670.00
132-51 IT Professional Services	IN-SV-180008-001	Inform RMS v4.6+ Business Analysis and Consultation Services - Inform RMS 4 -Day Template and Workflow Workshop (Onsite) q=1	$157.50	36	$5,670.00
132-51 IT Professional Services	IN-SV-180008-001	Inform RMS v4.6+ Business Analysis and Consultation Services - Inform RMS 4 -Day Validation and Readiness Workshop (Onsite) q=1	$157.50	36	$5,670.00
132-51 IT Professional Services	IN-SV-180008-001	Inform RMS v4.6+ Business Analysis and Consultation Services - Inform RMS Functional Testing (Onsite) - 3 days	$157.50	36	$5,670.00
132-51 IT Professional Services	IN-SV-180008-001	Inform RMS v4.6+ Business Analysis and Consultation Services - Two (2) Hour RMS Remote Configuration and Consultation session q=5	$157.50	22	$3,465.00
132-50 Training	IN-SV-100093-001	Inform RMS User Training - Records (3 days)	$3,780.00	1	$3,780.00
132-51 IT Professional Services	IN-SV-180008-001	Inform RMS v4.6+ Business Analysis and Consultation Services - Inform RMS Post Go Live System Optimization and Advanced Configuration workshop (3 days at the customer site) q=1	$157.50	36	$5,670.00
132-51 IT Professional Services	IN-SV-180008-001	Inform RMS v4.6+ Business Analysis and Consultation Services - Inform RMS Output Designer Workshop 3 Day	$157.50	26	$4,095.00
132-51 IT Professional Services	IN-SV-100088-001	Inform RMS Server Installation and Configuration	$6,930.00	3	$20,790.00
132-51 IT Professional Services	IN-SV-100069-001	Remote Implementation Services for Inform RMS GIS	$2,250.00	1	$2,250.00
132-50 Training	IN-SV-190010-001	Inform Report Writing Training (3 days)	$3,780.00	1	$3,780.00
132-51 IT Professional Services	IN-SV-190028-001	Inform System Onsite Go Live Services, additional day/shift	$1,890.00	6	$11,340.00
132-50 Training	IN-SV-110000-031	Training Remote 1/2 Day Inform RMS End-User Training -	$630.00	42	$26,460.00

| | | Field Officers (2 Days Onsite) for 81 officers
Inform RMS User Training - Investigations (2 Days Onsite)
Inform RMS User Training - Property and Evidence Training (2 Days Onsite)
+ Additional Train-the-Trainer class for Field Officers | | | |

Inform RMS Implementation Service Fee(s) Subtotal: **$104,310.00**

SIN#	Product Code	Mobile Implementation Service Fee(s)	Unit Price	Qty	Total Price
132-51 IT Professional Services	IN-SV-100075-001	Base Inform Mobile Production Server Installation (per Server, Includes installation of Mobile Server, 2 interfaces and 5 position installations)	$6,300.00	1	$6,300.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Base Inform Mobile Disaster Recovery Server Installation (per Server, Includes 1 Mobile Server, up to 2 Mobile Interfaces) q=1	$157.50	33	$5,197.50
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Base Inform Mobile Test/Training Server Installation (per Server, Includes 1 Mobile Server and 1 Mobile Interface) q=1	$157.50	33	$5,197.50
132-50 Training	IN-SV-170015-001	Inform Mobile Administration Training Course (Per class - 1-day up to 3 students)	$1,620.00	1	$1,620.00
132-50 Training	IN-SV-170014-001	Inform Mobile End-user training for 81 officers + Additional train-the trainer session	$1,620.00	9	$14,580.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Inform Mobile Onsite Configuration Workshop (2 Days Onsite) q=1	$157.50	18	$2,835.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services - Remote Mobile Configuration Workshop and Initial setup q=1	$157.50	18	$2,835.00
132-51 IT Professional Services	IN-SV-120013-001	Inform CAD Business Analysis and Consultation Services – Field Ops Installation and Training Services q=1	$157.50	9	$1,417.50

Inform Mobile Implementation Service Fee(s) Subtotal: **$39,982.50**

SIN#	Product Code	CDP/IQ Implementation Service Fee(s)	Unit Price	Qty	List Price	Discount	Total Price
132-50 Training	IN-SV-140010-001	TRITECH.COM IQ 1/2 Day Admin Training (Remote)	$630.00	1	$630.00	$0.00	$630.00
132-50 Training	IN-SV-140009-001	TRITECH.COM IQ 1/2 Day End User Training (Remote)	$630.00	1	$630.00	$0.00	$630.00
132-51 IT Professional Services	IN-SV-140015-001	TRITECH.COM IQ ANALYTICS Set Up Services (Remote)	$630.00	66	$41,580.00	$0.00	$41,580.00
132-51 IT Professional Services	IN-SV-140011-001	TRITECH.COM IQ Setup and Conversion Services (Up to 5 years for TT Products)	$990.00	1	$990.00	$0.00	$990.00
132-51 IT Professional Services	IN-SV-140123-001	CDP Project Management	$787.50	1	$787.50	$787.50	$0.00
132-51 IT Professional Services	IN-SV-140122-001	CDP Setup and Conversion Services	$990.00	1	$990.00	$990.00	$0.00

CDP/IQ Implementation Service Fee(s) Subtotal: **$43,830.00**

TriTech Implementation Service Fee(s) Total: **$342,865.80**

Custom Solution(s)

SIN#	Product Code	Product Name	Unit Price	Qty	Total Price
132-33 SW License	IN-IS-000001-031	Inform RMS v4.6+ Integrated Solution - LINX Interface q=1	$157.50	62	$9,765.00
132-33 SW License	IN-IS-000001-001	Inform CAD Integrated Solution - Export to TAMMS q=1	$157.50	41	$6,457.50
132-33 SW License	IN-IS-000001-031	Inform RMS v4.6+ Integrated Solution - FileNet P8 RMS Data Export	$157.50	62	$9,765.00
132-33 SW License	IN-IS-000001-031	Inform RMS v4.6+ Integrated Solution - MyHub RMS Import q = 1	$157.50	41	$6,457.50

Custom Solution(s) Total: **$32,445.00**

Project Related Fee(s)

SIN#	Product Code	Product Name	Unit Price	Qty	Total Price
132-51 IT Professional Services	IN-SV-190002-001	Inform Project Management Services	$157.50	1,315	$207,112.50
132-51 IT Professional Services	IN-SV-190006-001	Inform Systems Integration Fee	$40,000.00	1	$40,000.00
132-51 IT Professional Services	IN-SV-100031-001	Hypercare Segment 1 - 4 days onsite support for 4 weeks	$157.50	143	$22,522.50
132-51 IT Professional Services	IN-SV-100031-001	Hypercare Segment 1 - 1 day offsite support for 4 weeks	$157.50	35	$5,512.50
132-51 IT Professional Services	IN-SV-100031-001	Hypercare Segment 2 - 5 days offsite support for 4 weeks	$157.50	178	$28,035.00
132-51 IT Professional Services	IN-SV-100031-001	Hypercare Segment 3 - 5 days offsite support for 4 weeks	$157.50	178	$28,035.00

Project Related Fee(s) Total: $331,217.50

Recurring Fee(s) (Year 1)

SIN#	Product Code	Product Name	Unit Price	Qty	List Price	Discount	Total Price
132-32 Term Software	IN-SW-100173-001	Inform CAD Caller Location Query Subscription (system license)	$2,250.00	1	$2,250.00	$0.00	$2,250.00
132-32 Term Software	IN-SW-100165-001	CDP Crimemapping.com – site license	$1,080.00	1	$1,080.00	$1,080.00	$0.00
132-32 Term Software	IN-SW-100161-001	CDP Search (1-10 concurrent Users)	$990.00	1	$990.00	$990.00	$0.00
132-32 Term Software	IN-SW-100159-001	Field Ops - Companion Pricing - Subscription	$108.00	101	$10,908.00	$0.00	$10,908.00
132-32 Term Software	IN-SW-140033-001	IQ CrimeView Dashboard T6 (20K to 50K population – site license) Subscription	$4,995.00	1	$4,995.00	$0.00	$4,995.00
132-32 Term Software	IN-SW-100060-001	IQ Search (A - 1-10 Concurrent Users) One Year Subscription	$1,980.00	1	$1,980.00	$0.00	$1,980.00
132-32 Term Software	IN-SW-140057-001	IQ NEARme T7 (<25 users) Subscription	$1,440.00	1	$1,440.00	$0.00	$1,440.00
132-32 Term Software	IN-SW-140041-001	IQ CrimeView Advanced Reports T7 (Less than 20K, up to 3 concurrent Users)	$3,150.00	1	$3,150.00	$0.00	$3,150.00

Recurring Fee(s) (Year 1): **$24,273.00**

Annual Maintenance Fee(s) (Year 1)

SIN#	Product Code	Product Name	Unit Price	Qty	List Price	Discount	Total Price
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform Mobile Mapping q=2	$34.65	25	$866.25	$0.00	$866.25
132-33 SW License	IN-SW-180001-001-M-24	Inform RMS v4.6+ TRACs Interface - Maintenance 24x7	$1,544.40	1	$1,544.40	$0.00	$1,544.40
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform CAD Routing Server q=1	$34.65	118	$4,088.70	$0.00	$4,088.70
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - TriTech Message Switch q=1	$34.65	140	$4,851.00	$0.00	$4,851.00
132-33 SW License	IN-SW-110001-001-M-24	Inform CAD Browser (A - 1-40 Concurrent Users) - Maintenance 24x7	$1,980.00	1	$1,980.00	$0.00	$1,980.00
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform CAD Mapping Test or Training q=1	$34.65	3	$103.95	$0.00	$103.95
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Export to TAMMS q=1	$34.65	41	$1,420.65	$0.00	$1,420.65
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform Mobile Mapping Test or Training q=2	$34.65	3	$103.95	$0.00	$103.95
132-33 SW License	IN-IS-000001-031-M-24	Inform RMS v4.6+ Integrated Solution Maintenance 24x7 - LINX Interface q=1	$34.65	62	$2,148.30	$0.00	$2,148.30
132-33 SW License	IN-IS-000001-031-M-8	Inform RMS v4.6+ Integrated Solution - MyHub RMS Import - Maintenance 24x7	$34.65	41	$1,420.65	$0.00	$1,420.65
132-33 SW License	IN-IS-000001-031-M-24	Inform RMS v4.6+ Integrated Solution - FileNet P8 RMS Data Export	$34.65	62	$2,148.30	$0.00	$2,148.30

132-33 SW License	IN-IS-000001-001- M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform CAD Mapping q=15	$34.65	48	$1,663.20	$0.00	$1,663.20
132-33 SW License	IN-SW-120015-001- M-24	Inform CAD the Archive Server Software - Maintenance 24x7	$495.00	1	$495.00	$0.00	$495.00
132-33 SW License	IN-SW-190123-001	Inform Mobile Disaster Recovery System Maintenance	$1,881.00	1	$1,881.00	$0.00	$1,881.00
132-33 SW License	IN-SW-120036-001- M-24	Inform CAD The GISLink Utility - Maintenance 24x7	$990.00	1	$990.00	$0.00	$990.00
132-33 SW License	IN-SW-190124-001	Inform Mobile Test or Training System Maintenance	$1,881.00	1	$1,881.00	$0.00	$1,881.00
132-33 SW License	IN-SW-190112-001	Inform CAD Disaster Recovery System Maintenance(B-6-20 Users)	$1,782.00	1	$1,782.00	$0.00	$1,782.00
132-33 SW License	IN-SW-190118-001	Inform CAD Test or Training System Maintenance(B-6-20 Users)	$1,782.00	1	$1,782.00	$0.00	$1,782.00
132-33 SW License	IN-SW-170009-001- M-24	Inform Mobile Base Position with CJIS/NCIC Forms - Maintenance 24x7	$198.00	20	$3,960.00	$0.00	$3,960.00
132-33 SW License	IN-SW-170002-001- M-24	Inform Mobile Server Software (A - 1-40 Positions) - Maintenance 24x7	$2,970.00	1	$2,970.00	$0.00	$2,970.00
132-33 SW License	IN-SW-120007-001- M-24	Inform CAD Position - Maintenance 24x7	$1,980.00	15	$29,700.00	$0.00	$29,700.00
132-33 SW License	IN-SW-120002-001- M-24	Inform CAD Server Software (B - 6-20 Positions) - Maintenance 24x7	$5,940.00	1	$5,940.00	$0.00	$5,940.00
132-33 SW License	IN-SW-120033-001- M-24	NCIC/State Query Position for Inform CAD - Maintenance 24x7	$99.00	15	$1,485.00	$0.00	$1,485.00
132-33 SW License	IN-SW-120054-001- M-24	Standard ANI/ALI Interface - Maintenance 24x7	$1,782.00	1	$1,782.00	$0.00	$1,782.00
132-33 SW License	IN-IS-000001-031- M-24	Inform RMS v4.6+ Integrated Solution Maintenance 24x7 -	$34.65	549	$19,022.85	$0.00	$19,022.85

		Inform RMS Maintenance					

Annual Maintenance Fee(s) (Year 1) Total: **$96,010.20**

Project Total

Project Total + Year 1 Maintenance and Recurring Fees: **$1,017,209.00**

Estimated Sales Tax: (State: at %)	Taxable sales: $0.00	Subtotal: $1,017,209.00
		Sales Tax Amount: $0.00

Total + Year 1 Maintenance and Recurring Fees: **$1,017,209.00**

Annual Maintenance Fee(s) (Year 2)

SIN #	Product Code	Product Name	Unit Price	Qty	List Price	Discount	Total Price
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform Mobile Mapping q=2	$36.38	25	$909.50	$0.00	$909.50
132-33 SW License	IN-SW-180001-001-M-24	Inform RMS v4.6+ TRACs Interface - Maintenance 24x7	$1,621.62	1	$1,621.62	$0.00	$1,621.62
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform CAD Routing Server q=1	$36.38	118	$4,292.84	$0.00	$4,292.84
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - TriTech Message Switch q=1	$36.38	140	$5,093.20	$0.00	$5,093.20
132-33 SW License	IN-SW-110001-001-M-24	Inform CAD Browser (A - 1-40 Concurrent Users) - Maintenance 24x7	$2,079.00	1	$2,079.00	$0.00	$2,079.00
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform CAD Mapping Test or Training q=1	$36.38	3	$109.14	$0.00	$109.14
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Export to TAMMS q=1	$36.38	41	$1,491.58	$0.00	$1,491.58
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform Mobile Mapping Test or Training q=2	$36.38	3	$109.14	$0.00	$109.14
132-33 SW License	IN-IS-000001-031-M-24	Inform RMS v4.6+ Integrated Solution Maintenance 24x7 - LINX Interface q=1	$36.38	62	$2,255.56	$0.00	$2,255.56
132-33 SW License	IN-IS-000001-031-M-8	Inform RMS v4.6+ Integrated Solution - MyHub RMS Import - Maintenance 24x7	$36.38	41	$1,491.58	$0.00	$1,491.58
132-33 SW License	IN-IS-000001-031-M-24	Inform RMS v4.6+ Integrated Solution - FileNet P8 RMS Data Export	$36.38	62	$2,255.56	$0.00	$2,255.56
132-33 SW License	IN-IS-000001-001-M-24	Inform CAD Integrated Solution Maintenance 24x7 - Inform CAD Mapping q=15	$36.38	48	$1,746.24	$0.00	$1,746.24
132-33 SW License	IN-SW-120015-001-M-24	Inform CAD the Archive Server Software - Maintenance 24x7	$519.75	1	$519.75	$0.00	$519.75
132-33 SW License	IN-SW-190123-001	Inform Mobile Disaster Recovery System Maintenance	$1,975.05	1	$1,975.05	$0.00	$1,975.05

SIN#	Product Code	Product Name	Unit Price	Qty	List Price	Discount	Total Price
132-33 SW License	IN-SW-120036-001-M-24	Inform CAD The GISLink Utility - Maintenance 24x7	$1,039.50	1	$1,039.50	$0.00	$1,039.50
132-33 SW License	IN-SW-190124-001	Inform Mobile Test or Training System Maintenance	$1,975.05	1	$1,975.05	$0.00	$1,975.05
132-33 SW License	IN-SW-190112-001	Inform CAD Disaster Recovery System Maintenance (B - 6-20 Users)	$1,871.10	1	$1,871.10	$0.00	$1,871.10
132-33 SW License	IN-SW-190118-001	Inform CAD Test or Training System Maintenance (B - 6-20 Users)	$1,871.10	1	$1,871.10	$0.00	$1,871.10
132-33 SW License	IN-SW-170009-001-M-24	Inform Mobile Base Position with CJIS/NCIC Forms - Maintenance 24x7	$207.90	20	$4,158.00	$0.00	$4,158.00
132-33 SW License	IN-SW-170002-001-M-24	Inform Mobile Server Software (A - 1-40 Positions) - Maintenance 24x7	$3,118.50	1	$3,118.50	$0.00	$3,118.50
132-33 SW License	IN-SW-120007-001-M-24	Inform CAD Position - Maintenance 24x7	$2,079.00	15	$31,185.00	$0.00	$31,185.00
132-33 SW License	IN-SW-120002-001-M-24	Inform CAD Server Software (B - 6-20 Positions) - Maintenance 24x7	$6,237.00	1	$6,237.00	$0.00	$6,237.00
132-33 SW License	IN-SW-120033-001-M-24	NCIC/State Query Position for Inform CAD - Maintenance 24x7	$103.95	15	$1,559.25	$0.00	$1,559.25
132-33 SW License	IN-SW-120054-001-M-24	Standard ANI/ALI Interface - Maintenance 24x7	$1,871.10	1	$1,871.10	$0.00	$1,871.10
132-33 SW License	IN-IS-000001-031-M-24	Inform RMS v4.6+ Integrated Solution Maintenance 24x7 - Inform RMS Maintenance	$36.38	549	$19,972.62	$0.00	$19,972.62
Annual Maintenance Fee(s) (Year 2) Total:							**$100,807.98**

Recurring Fee(s) (Year 2)

SIN#	Product Code	Product Name	Unit Price	Qty	List Price	Discount	Total Price
132-32 Term Software	IN-SW-100173-001	Inform CAD Caller Location Query Subscription	$2,362.50	1	$2,362.50	$0.00	$2,362.50
132-32 Term Software	IN-SW-100165-001	CDP Crimemapping.com	$1,134.00	1	$1,134.00	$1,134.00	$0.00
132-32 Term Software	IN-SW-100161-001	CDP Search (1-10 Users)	$1,039.50	1	$1,039.50	$1,039.50	$0.00

132-32 Term Software	IN-SW-100159-001	Field Ops - Companion Pricing - Subscription	$113.40	101	$11,453.40	$0.00	$11,453.40
132-32 Term Software	IN-SW-140033-001	IQ CrimeView Dashboard T6 (20K to 50K) Subscription	$5,244.75	1	$5,244.75	$0.00	$5,244.75
132-32 Term Software	IN-SW-100060-001	IQ Search (A - 1-10 Concurrent Users) One Year Subscription	$2,079.00	1	$2,079.00	$0.00	$2,079.00
132-32 Term Software	IN-SW-140057-001	IQ NEARme T7 (<25) Subscription	$1,512.00	1	$1,512.00	$0.00	$1,512.00
132-32 Term Software	IN-SW-140041-001	IQ CrimeView Advanced Reports T7 (Less than 20K, up to 3 Users)	$3,307.50	1	$3,307.50	$0.00	$3,307.50
Recurring Fee(s) (Year 2)							**$25,959.15**

Annual Maintenance Recurring Fee(s) - Years 2-5

Year	Total Price
Year 2	$126,767.13
Year 3	$133,105.49
Year 4	$139,760.76
Year 5	$146,748.80
Total Years 2-5 Annual Maintenance and Support	$546,382.18

Total 5-year TCO   **$1,563,591.18**

Annual Maintenance Recurring Fee(s) - Years 6-10

Year	Total Price
Year 6	$154,086.24
Year 7	$161,790.55
Year 8	$169,880.08
Year 9	$178,374.08
Year 10	$187,292.78
Total Years 6-10 Annual Maintenance and Support	$851,423.73

Total 10-year TCO   **$2,415,014.91**

Optional Pricing

SIN#	Product Code	Product Name	Unit Price	Qty	Total Price
132-33 SW License	IN-IS-000001-031	Inform RMS v4.6+ Integrated Solution - BEAST Interface q=1	$157.50	104	$16,380.00
132-33 SW License	IN-IS-000001-031	Inform RMS v4.6+ Integrated Solution - RMS Data Export (Other Agencies)	$157.50	41	$6,457.50
132-33 SW License	IN-IS-000001-031	Inform RMS v4.6+ Integrated Solution - ELVIS Import	$157.50	104	$16,380.00
132-51 IT Professional Services	IN-SV-100031-001	After hours support - 16 hours	$157.50	16	$2,520.00

Annual Maintenance Fee(s) (Year 1)

SIN#	Product Code	Product Name	Unit Price	Qty	List Price	Discount	Total Price
132-33 SW License	IN-IS-000001-031-M-8	Inform RMS v4.6+ Integrated Solution - BEAST Interface q=1 - Maintenance 24x7	$34.65	104	$3,603.60	$0.00	$3,603.60
132-33 SW License	IN-IS-000001-031-M-8	Inform RMS v4.6+ Integrated Solution - RMS Data Export (Other Agencies) - Maintenance 24x7	$34.65	41	$1,420.65	$0.00	$1,420.65
132-33 SW License	IN-IS-000001-031-M-8	Inform RMS v4.6+ Integrated Solution - ELVIS Import - Maintenance 24x7	$34.65	104	$3,603.60	$0.00	$3,603.60

Annual Maintenance Fee(s) (Year 1) Total: $8,627.85

Annual Maintenance Fee(s) (Year 2)

SIN#	Product Code	Product Name	Unit Price	Qty	List Price	Discount	Total Price
132-33 SW License	IN-IS-000001-031-M-8	Inform RMS v4.6+ Integrated Solution - BEAST Interface q=1 - Maintenance 24x7	$36.38	104	$3,783.52	$0.00	$3,783.52
132-33 SW License	IN-IS-000001-031-M-8	Inform RMS v4.6+ Integrated Solution - RMS Data Export (Other Agencies) - Maintenance 24x7	$36.38	41	$1,491.58	$0.00	$1,491.58
132-33 SW License	IN-IS-000001-031-M-8	Inform RMS v4.6+ Integrated Solution - ELVIS Import - Maintenance 24x7	$36.38	104	$3,783.52	$0.00	$3,783.52

Annual Maintenance Fee(s)(Year 2)Total: $9,058.62

Optional Annual Maintenance and Recurring Fee(s) - Years 2-5

Year	Total Price
Year 2	$9,058.62
Year 3	$9,511.55
Year 4	$9,987.13
Year 5	$10,486.49

Total Years 2-5 Annual Maintenance and Support $39,043.79

Optional Annual Maintenance and Recurring Fee(s) - Years 6-10

Year	Total Price
Year 6	$11,010.81
Year 7	$11,561.35
Year 8	$12,139.42
Year 9	$12,746.39
Year 10	$13,383.71

Total Years 6-10 Annual Maintenance and Support $60,841.68

PRICING ASSUMPTIONS

TriTech's price proposal is presented based upon the following assumptions:

- The TriTech products and services are proposed based upon TriTech's best understanding of Client's requirements based on meetings, discussions, and communications with the Client and, unless attached to a contract, form the entirety of deliverables from TriTech.

- This Cost Proposal is based on TriTech's Rapid Implementation Model. This model assumes that:
  - Client will assume responsibility for data entry and other implementation tasks which do not require TriTech intervention to complete.
  - Data conversion will be limited to the standard conversion proposed in this Cost Proposal.
  - TriTech tasks will be accomplished remotely, unless specified otherwise.
  - No functional modifications will be made to the products proposed.
  - Functional Testing is an optional, paid for item, and will be provided if it is included in the Cost Proposal as an explicit line item. Custom testing will not be provided.
  - System acceptance occurs at go-live.
  - There is an option for the inclusion of a Test/Training, and/or Disaster Recovery environment(s) in the Cost Proposal. However, these systems only include the core applications and may not include Interfaces to third party applications.

- The scope of deliverables for this order will be limited to the software, services, and support and maintenance explicitly listed and quantified herein. Changes to scope may impact the cost and timelines for any and all areas of the project.

- This order only provides software licenses and required deployment services for the environments explicitly identified herein (Production, Test, Training, Disaster, etc.). These licenses and services do not apply to any other existing environments or to any environments that may be deployed in the future.

- TriTech has provided a detailed breakdown of pricing in the tables above.

- All TriTech products and services will be provided according to TriTech's standard terms and conditions as defined and agreed to in TriTech's Software License Agreement and related attachments.

- Implementation services estimated via the GSA line items for Business Analysis and Consultation Services are fixed fee services whose pricing does not change during implementation due to variance between estimated hours and hours incurred.

- The Client must maintain an active support and maintenance contract (be current on payment of all support fees due; or for subscription agreements, current on payment of all subscription fees) for the Client's existing system through Go Live of the new system to be eligible for the proposed upgrade credit.

- TriTech map conversion services do not include modifications to the Client supplied GIS source data. TriTech GIS conversion is a one-time service. The Client will be responsible for the maintenance of their own GIS maps subsequent to this conversion.

- All TriTech products and services required by Client to support the project will be delivered according to the agreed to Statement of Work and Project Schedule, not to exceed 17 months in duration.

- All services will be performed during normal business hours unless explicitly stipulated in this Cost Proposal, Statement of Work or Project Schedule for specific service deliverables.

- Client assumes responsibility for directing, coordinating, and communicating with all third-party companies and vendors of every kind who are not specifically listed as TriTech's responsibility in the agreed to Statement of Work.

- TriTech's Cost Proposal includes modifications to the TriTech products necessary to support the proposed interfaces but does not include modifications that might be required to the existing and/or agency-supplied products that are not included in the Cost Proposal.

- All third-party interfaces are based on the current vendors and/or third-party systems. Should any of the vendors (including model numbers, or release numbers) or third-party systems change, the scope and price of the related interface(s) may change accordingly.

- Pricing includes TriTech's standard Acceptance Test provisions. Additional Acceptance Test pricing may be required if Client identifies Acceptance Test requirements that exceed TriTech's standard Acceptance Test provisions.

- All prerequisite computer hardware, system software, peripherals, network components, etc., not included in the proposed pricing, will be provided by Client according to TriTech's recommended standards and according to the agreed to Statement of Work and Project Schedule.

- TriTech's Annual Maintenance and Recurring Fees are subject to a 5% annual increase.

- Shipping and taxes (if applicable), unless explicitly identified as included herein, are not contained in the proposed pricing.

- TriTech has proposed an upgrade credit of $94,250.00. To be eligible for this credit, Client must execute a contract for the proposed solution by 10/3/2019.

- TriTech has made its best effort to delineate the pricing for each major software component in our cost proposal. TriTech's pricing is based upon the overall scope of the project. Please note that the addition or deletion of certain line items may affect the pricing of other related products and/or services and/or impact the project timeline.

PAYMENT TERMS

TriTech's standard payment terms (associated to Project Total + Year 1 Maintenance and Recurring Fees) are as follows:

- 20% due after Project Kickoff
- 20% due at successful Installation of CAD, Mobile, and RMS Server software in the Pre-Production environments
- 15% due at completion of Functional Testing of CAD/Mobile
- 10% due at completion of Functional Testing of RMS
- 15% due at completion of Pre-Go Live End User Training
- 20% due at Go Live of CAD, Mobile, and RMS

Customer: Hillsborough County Aviation Authority -Tampa International Airport
SA Assigned: J. Thau

Site: Primary Site

Brand	Part	Product Description	Quantity
Zebra	ZD420	Inform RMS Web Evidence and Barcode Desktop Printer - Zebra ZD420 Thermal transfer Printer, 4" print width, 203 dpi, USB/Ethernet (Desk/Network Printer)	1
Zebra	10005851	Inform RMS Web Evidence and Barcoding Labels for Zebra printer using Thermal Transfer Labels - 4" x 2" Zebra - barcode Labels 10005851 - 4" x 2"	1
Zebra	Li3678	Zebra – Li3678 Inform RMS Web Evidence and Barcoding Scanner	1
Zebra	02000CT11007	Zebra - 02000CT11007 - 4.33"" (110 mm) wide x 244' (74M) length Wax Ribbon cartridge for use in ZD420 printers	1
Nutanix	SX-1365-G5-17140	HW PLATFORM SX-1365-G5 3 NODE - Nutanix SX-1365-G5 with 3 Nodes, each Node includes (2) 2.1GHz 8 Core Processors, 192GB Ram, (2) 4TB Hard Drives, (1) 1.6TB SSD Drive , and Xpress System Support	1
Nutanix	C-NIC-10G-2-SI	10GBE DUAL SFP+ SI NETWORK ADAPTER	3
Nutanix	S-SXB-1065-G5-1YR	1YR XPRESS SYSTEM SUP FOR SX-1065-G5	3
Nutanix	C-CBL-NONE	SPARE CABLE	1
Nutanix	C-HDD-4TB-3.5	4TB 3.5 HDD	6
Nutanix	C-SSD-1600GB-3.5-C	1600GB 3.5-C SSD	3
Nutanix	C-CPU-2620V4	XEON 2.1G 8C BROADWELL E5-2620 V4 20M CACHE	6
Nutanix	C-MEM-16GB-DDR4-2400	16GB DDR4 MEM MODULE	36
Nutanix	MSN2410-BB2F	SPECTRUM BASED 10GBE/40GBE 1U	2
Nutanix	SUP-SN2000-1S	1YR SILVER TECH SUP & WARR FOR SN2000 SERIES SWITCH	6
Nutanix	MCP1600-C001	1M PASSIVE COPPER CABLE ETH 100GBE 100GB/S QSFP LSZH	2
Nutanix	MC3208411-T	MODULE ETH 1GBE 1GB/S SFP BASE-T UP TO 100M	7
Nutanix	MC3208011-SX	OPTICAL MODULE ETH 1GBE 1GB/S SFP LC-LC SX 850NM UP TO 500M	4
Nutanix	MFM1T02A-SR	SFP+ OPTICAL MODULE FOR 10GBASE-SR	4
Nutanix	MTEF-FANF-A	SPARE - FAN MODULE WITH P2C AIR FLOW	1
Nutanix	MTEF-PSF-AC-A	SPARE - 460W AC POWER SUPPY W/ P2C AIR FLOW	1
Nutanix	SFP-H10GB-CU3M	3m (10ft) 10G SFP+ Passive Direct Attach Copper Twinax Cable	6
Microsoft	9EA-00705	MSFT Windows Server Datacenter 2016 OLV 2-CORE SNGL LICS/SA PK Minimum qty 8 - 3 year Open Value, Full Pay up front 2LICS NL 3YR AQY1	24

	228-07285	Microsoft SQL Server 2016 Standard - License - 1 Server - CALs required - License with 3 years SA - Open Value full pay up front	8
Microsoft			
	VS6-OEPL-AK-C	VSPHERE 6 W/ OPS MGMT ENT PLUS ACCL KIT 6 PROCS	1
VMWare			
	VS6-OEPL-AK-P-SSS-C	PROD SNS VSPHERE W/ OPS MGMT ENT PLUS ACCL KIT 6 PROCS 1YEAR	3
VMWare			

TriTech Proposal for
Hillsborough County Aviation Authority

SEPTEMBER 4, 2018

Questions and Answers

Contents

This Exhibit consolidates previous email correspondence between Client) and TriTech. In the order of presentation, this proposal comprises the following documents:

File Type	Date Submitted	Document/Email Subject	Description
Document	May 10, 2018	Response to Request for Information for Client	This document constituted a proposal for the upgrade of the existing Client CAD and RMS systems to Inform CAD/Inform RMS
Document	August 14, 2018	Response to Follow-up Questions for Client	This document contains responses to follow up questions from Client that were originally submitted on June 18, 2018 and July 25, 2018.
Email Correspondence			
Email	April 4, 2018	Client Inform CAD, Mobile, RMS and IQ/CrimeView - revised GSA Price Quote	Email correspondence from Sally Olson-Nelson to Stacy Walsh. Sally provided answers to Stacy's questions shown below.

Question from Client: As I understand it only cars need full Mobile?
TriTech Response: We will split the Mobile licenses to half full Mobile and half InformMe/FieldOpps

Question from Client: What does the $40K include?
TriTech Response: The System Integration Fee are the services associated with working with you and your team on hardware configuration, operating system configuration, vmware configuration and networking.

Question from Client: Okay, is that per seat or concurrent user (re: CAD Browser license)?
TriTech Response: Browser is based on a concurrent banded license. In this case, I would recommend the 1-40 concurrent user license.

Email	April 26, 2018	RE: Client Police List of Requirements - questions	Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment: **Attachment 1 - TriTech Questions for** Client**.docx**. This file includes questions from TriTech to Client and responses from the Client to those questions.

File Type	Date Submitted	Document/Email Subject	Description
Email	May 18, 2018	RE: TriTech response to Client high-level requirements for upgrade to Inform Public Safety Suite	Email correspondence from Sally Olson-Nelson to Trevor Biswas and Stacy Walsh clarifying annual maintenance fees.

Question from Client: For annual maintenance fees for year 1 and 2 we did not see the fees RMS Maintenance, only RMS tracs. We are assuming we not be continuing our current annual maintenance fees so we will need the proposed total annual maintained fees included.

Response from TriTech: Your current RMS Maintenance fees would be added to these line items. I will have our proposal team add them.

Question from Client: By definition when does year 1 maintenance begin? And when would year 2 maintenance begin? And when is year 2 maintenance payment due?

TriTech Response: Year 1 Maintenance begins at Go Live, and a credit will be applied toward Year 1 Maintenance fees based on the amount of support fees paid for your existing TriTech VisionAir applications to the date of Go Live   for the Inform applications implemented under a new Agreement.

Question from Client: If we do not have train the trainer and need additional classes we would have 69 officers who would need to attend mobile and field officer training.

TriTech Response: We could do full user training and can modify the quote to reflect this. Would you like us to do that?

Question from Client: How many additional classes would we need to purchase and what would that do to tritech's travel estimate

TriTech Response: It typically increases the travel estimate because our personnel spend more time on-site. We will modify the quote so that you can see what this cost increase would be.

Email	June 6, 2018	RE: Call with Tampa Airport - DFW Contacts	Email correspondence from Sally Olson-Nelson to Stacy Walsh including a list of airport agencies that TriTech provided as client references.

TriTech Response:
These are the airports who use TriTech Inform CAD, Mobile and in some cases RMS:

Airports:
Dallas/Ft Worth International Airport
Denver International Airport
McCarran International Airport – Las Vegas
Metropolitan Airport Authority – Minneapolis

We have several others but they are using other versions of TriTech software.

Email	June 28, 2018	RE: Client - Tampa Airport Police WebX RMS Demo Only	Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment: **Attachment 2 - Inform RMS Web - BEAST Bidirectional Interface.pdf**

Question from Client: Are there any local or Florida agencies already using the RMS evidence module?
TriTech Response: No, not yet. Orange County Sheriff's Office will be but they are just starting their Inform installation.

Question from Client: During the inventory process, does the barcode scanner make a different sound to indicate an item scanned is in the wrong location?

TriTech Response: Yes Question from Client: Are we able to see a copy of an agreement with another agency that describes how the interface with The Beast works? TriTech Response: Yes, I have attached that document here. The following is a brief overview: The RMS Web – BEAST Bidirectional Interface (the "Interface") provides two-way integration between Inform RMS Web and the BEAST Property and Evidence Management System. 1. The Interface will publish evidence data from Inform RMS Web to designated SQL tables maintained by the BEAST System. The Interface will be triggered by an Action Button located in Inform RMS Web. Updates to published evidence records will not be handled by the Interface. 2. The Interface will import evidence disposition data captured in the BEAST System into Inform RMS Web. This is an automatic process which requires no direct user interaction outside of normal usage of the BEAST System.			
Email	July 3, 2018	RE: TriTech CAD Webinar	Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment: **Attachment 3 - FieldOps Feature Roadmap.jpg**

File Type	Date Submitted	Document/Email Subject	Description
Email	July 18, 2018	RE: Revised Proposal, Requirement Document Clarification and Draft Contract Documents with Statement of Work and Draft Project Timeline - CIM	Email correspondence from Sally Olson-Nelson to Stacy Walsh clarifying that Common Identity Management (CIM) is an integral part of the Inform Public Safety Suite.

Question from Client: I can't find any references to the "CIM" on the quote or any of the documents from TriTech. Is this a feature that is already included in the licensing and implementation services we have been quoted?

TriTech Response: CIM stands for Common Identity Management.

CIM is not a separate module. Where applicable, it is part of the implementation of RMS and is required for Inform 911, and its purpose is to integrate security of those products with active directory. CIM is and has evolved to be suite wide. The purpose of CIM is to offer suite wide security management with the option to integrate with active directory.

It is an integral part of the TriTech Inform Product Suite!!

File Type	Date Submitted	Document/Email Subject	Description
Email	July 26, 2018	RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing - Updated Hardware with Barcode Information	Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment: **Attachment 4 - Hardware Listing.pdf**

Question from Client: Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers.

TriTech Response: Attached is the updated hardware listing with the Barcode Hardware information.

File Type	Date Submitted	Document/Email Subject	Description
Email	August 14, 2018	RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing	Email correspondence from Sally Olson-Nelson to Stacy Walsh answering questions posed in email of August 10, 2018.

Question from Client:

1. Are the following services provided onsite or remote?

a. Inform CAD User Training Course (Per class - 4-day class up to 10 students)

b. Inform RMS User Training – Records (3 days)

c. Inform RMS Output Designer Workshop 3 Day

d. Inform Report Writing Training (3 days)

e. Inform Mobile Administration Training Course (Per class - 1-day up to 3 students)

f. Inform Mobile End-user training for 81 officers

g. Inform CAD Business Analysis and Consultation Services

h. Field Ops Installation and Training Services

TriTech Response:

a. Inform CAD User Training Course (Per class - 4-day class up to 10 students) onsite

b. Inform RMS User Training – Records (3 days) onsite

c. Inform RMS Output Designer Workshop 3 Day onsite

d. Inform Report Writing Training (3 days) onsite

e. Inform Mobile Administration Training Course (Per class - 1-day up to 3 students) onsite

f. Inform Mobile End-user training for 81 officers onsite

g. Inform CAD Business Analysis and Consultation Services remote

h. Field Ops Installation and Training Services remote

Question from Client: Please explain the "Training Remote 1/2 Day" item on page 24. It appears to apply to the following services which are all listed as "Onsite". Which is correct?

a. Inform RMS End-User Training - Field Officers (2 Days Onsite) for 81 officers

b. Inform RMS User Training - Investigations (2 Days Onsite)

c. Inform RMS User Training - Property and Evidence Training (2 Days Onsite)

TriTech Response: These classes will be provided onsite. We used the ½ Day Training line item in order to use GSA pricing.

Question from Client: Will the 40 half-days of training for the courses in question 2 be combined to provide 20 full days of onsite training?

TriTech Response: Yes

Question from Client: In the Payment Terms section (of the proposal), are the fee percentages based on the project/quote total (including the Year 1 maintenance and Recurring fees)?

TriTech Response: Maintenance and recurring fees are due at go-live. The Payment terms are based on the project total less maintenance and recurring fees

Email	August 14, 2018	RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing - Updated Proposal	Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment: TriTech Second Response updated cost proposal 8 14 2018.pdf. This email submitted the document titled, "Response to Follow-up Questions forClient" and submitted on August 14, 2018.
Attachment	August 14, 2018	Response to Follow-up Questions for Client	This file is presented in the Proposal section above titled, "Response to Follow-up Questions for Client" and submitted on August 14, 2018.

TRITECH
SOFTWARE SYSTEMS

For historical tracking purposes pricing that was originally included in the above documents has been retained; however, a new price proposal has been provided in a separate document that supersedes all pricing in the previously submitted documents.

Proposal for Client

The following pages include the following documents:

☐ Response to Request for Information for Client, submitted May 10, 2018
☐ Response to Follow-up Questions for Client, submitted August 14, 2018. This file includes information previously submitted on June 18 and July 25.

Response to Request for Information for Client
Hillsborough County Aviation Authority

RESPONSE TO UPGRADE REQUIREMENTS

MAY 10, 2018

Contents

Figures

Executive Summary

INTRODUCTION

TriTech Software Systems is pleased to provide this response to Client's Request for Information (RFI) about the Client upgrade requirements. Our end-to-end, integrated solution includes the requested application software, interfaces, and integration services necessary to support the goals and mission of Customer as represented by the RFI.

TriTech proposes our Inform Public Safety Suite which includes current versions of our computer aided dispatch system (Inform CAD), mobile data system (Inform Mobile), the Inform mobile app (TriTech's Mobility Solution (Now Field Ops)), records management system with field-based reporting (Inform RMS), and comprehensive reporting and web publication tools (CDP Search and CDP Crimemapping.com) that will equip Client with the latest technology and tools available.

Florida State Reporting System

TriTech is committed to providing software that enables users to accurately report incidents and enhance the gathering of usable statistical data. Working closely with the Florida Criminal Justice Information Authority, we ensure that Inform RMS supports efficient data entry consistent with the latest UCR reporting standards. TriTech's Florida clients enjoy consistently low error rates on their UCR-approved state reports to ensure that official certification policies and procedures are met. TriTech maintains the state-specific forms and validation rules in our products as part of the annual maintenance agreement.

PROJECT OBJECTIVES

TriTech understands that Client has established this RFI with the goal of "upgrading the existing VisionAIR Suite to the TriTech Inform Suite," and that the following stated fundamental objectives will guide this project. The following table details how TriTech's proposed solution addresses each of the project goals stated in the RFI.

SOLUTION OVERVIEW

TriTech proposes a state-of-the-art solution that meets current Client requirements, provides tools for enhanced operations, and facilitates product upgrades in the future. The Inform Public Safety Suite offers applications for dispatchers, officers in the field, and records clerks. The seamless integration between the components of the Inform Public Safety Suite drastically reduces redundant tasks and all but eliminates the opportunity for error. Common fields transfer from one application to the next over the life of the incident with a single common case number. Dispatchers and officers in the field have access to incident and person records and to National Crime Information Center (NCIC). Records clerks share a common set of indices to track and consolidate people, locations, and property.

Our proposed solution features the following applications from the Inform Public Safety Suite:
- Inform CAD
  - Inform CAD Browser

- Inform Mobile
  - TriTech's Mobility Solution (Field Ops)
- Inform RMS with Field Reporting
- IQ Search
- IQ CrimeView Dashboard
- IQ Advanced Reporting Module
- IQ NearMe
- Community Data Platform
  - CDP Search
  - Crimemapping.com

Objective	TriTech Solution
User Friendly Interface	The TriTech solution has been built on a Windows platform around the needs of our clients to provide rich functionality, flexibility, and ease-of-use.
RMS Updates including Florida Statutes, UCR and NIBRS Codes	Updates to Florida statutes and local codes are easily maintained by the system administrator using the Violation Code Module in System Administration. TriTech provides assistance to upload yearly updates in electronic format to the application.
Advanced Statistical Reporting	IQ CrimeView Dashboard brings your data to life. Your data becomes much easier to access and can be used to provide decision support, performance management, and electronic briefing capabilities. All members of your department at the strategic, operational, and tactical levels can use the IQ CrimeView Dashboard.
Role-based Access Security	Inform RMS provides a Role Management Module to allow authorized users to set role-based access to individual modules and features within the RMS application. Role-based access includes the ability to restrict access to View, Add, Modify, Delete, and Print. Inform CAD's multi-level integrated security system prevents unauthorized personnel from tampering with data or accessing administrative functions. Administrators can control access to the overall program (or any portion).
Flexible Workflow	The Inform RMS Workflow Designer provides the ability to create agency-defined approval workflows for data entry templates. The Workflow Designer also provides the ability to set automatic email notifications within the approval workflow.
Sharing Data Across Shift Changes	Inform RMS provides a Calls for Service Module that allows other users/shifts the ability to view previous shift events. IQ CrimeView Dashboard is another application that can be used to view previous history and notes to share information between shifts.
24x7 Telephone Support	TriTech provides 24x7 support for Inform CAD and Inform Mobile, and CDP Search; 8x5 support for Inform RMS, IQ CrimeView Desktop, and CDP Crimemapping.com; however, 24x7 support is available for Inform RMS as an option.

Response to Upgrade Requirements

TriTech has responded to the Client requirements using the following response terminology:

Term	Definition
Understood	TriTech has read and understood the information; no explicit compliance or exceptions are required.
Compliant	TriTech's response complies with the requirement(s).
Partially Compliant	TriTech's response partially complies with the requirement(s); specific exceptions are described in detail.
Exception	TriTech's response does not comply with the requirement(s).
Alternative Method	TriTech's response complies with the requirement(s) using an alternative methodology, described in detail.

Client Requirement: User Interface
☐ User friendly interface (streamlined)

TriTech Response: Compliant
The TriTech solution has been built on a Windows platform to provide rich functionality, flexibility, and ease-of-use. Inform CAD supports an industry-standard graphical user interface that can be configured to agency and jurisdiction preferences. Such functionality allows agencies to implement their own business rules and operate on the same system without compromising their individual requirements. From the emergency call taking window, to what the map looks like, and the units and incidents that each dispatcher can view, Inform CAD provides our customers the most configurable, flexible, and user-friendly user interface compared to other CAD products. Inform CAD provides administrators with utilities to customize, from a system perspective, elements such as screens, layouts, and default maps without vendor intervention; while end users (if authorized) can take that customization to the next level and create and save their own layout preferences regarding units, incidents, sorting, filtering, color, and even fonts.

Inform CAD users can execute specific functions using a variety of methods including pre-defined command line entries, pre-populated pull-down fields, character matching using type-ahead functionality, user-defined hot keys, function keys or standard Microsoft mouse functions.

Inform Mobile allows administrators to customize the look and feel of the application for groups of field users such as supervisors or patrol. This includes items such as button labeling, sizing, and placement which makes use of the Inform Mobile client very easy to learn. Business Rules configured in Inform CAD are followed by all applications in the Inform Public Safety Suite.

Inform Mobile provides a flexible, customizable user interface using configurable buttons, forms, and function keys. Inform Mobile uses HTML, XML, XSL, and Java in the creation and configuration of the client screens and forms. This functionality will provide field users a highly user-friendly application which is configured to meet the agency's business practices.

Inform RMS is easy to use due to its intuitive user interface. With the stroke of a key, pull-down selection menus provide options and information to help the user smoothly navigate through the

application. Flexibility within Inform RMS enables agencies to configure features specific to their needs. Four Master Index databases—Address, Name, Property, and Vehicle—are central to the power of Inform RMS, and allow users to save time and avoid duplicate record entry. These databases excel in multi-jurisdictional environments where they enhance cross-jurisdictional data sharing. If a Master Name entry is the subject of an outstanding civil paper or un-served warrant, the system automatically alerts the user. National reporting is simplified through an intuitive validation process and electronic file submission, which significantly reduces the time to complete and submit statistical and summary reports. In addition, Inform RMS stores original and supplemental reports, capturing the author and approver of each report.

Client Requirement:
- Ability for officer to send Elvis data into CAD

TriTech Response: Compliant
TriTech proposes the TriTech Message Switch (TTMS) to provide a direct connection to FCIC/NCIC/Nlets. Using that connection, the TTMS will provide access to all the same data sources as ELVIS and importing data from ELVIS will not be necessary. If Client retains a need to use ELVIS, Inform CAD can receive data from ELVIS.

Client Requirement:
- Ability for officers to utilize talk to text when entering

TriTech Response: Compliant
Inform RMS can be accessed using iOS devices, allowing the officer to use the device's speech-to-text feature to complete reports.

While Inform Mobile allows for some speech-to-text (for example, the ability to initiate a command), the use of a third-party product for full voice control is recommended. Inform RMS and Inform Mobile are compatible with third-party applications, such as Dragon Speak applications for speech-to-text. Dragon Speak has been tested extensively with the Inform Mobile and Inform RMS products.

Client Requirement:
- Data Scrubbing/Standardization to drive consistency regarding data entry

TriTech Response: Compliant
Inform CAD and Inform Mobile allow System Administrators to define drop-down list values for designated fields. Additionally, administrators can design the call taking form to require mandatory fields, display SOP information based on calls for service types, and arrange fields to match the way call takers interrogate the callers. This ensures that required data is consistently discovered and entered in the same way.

Going beyond the standard export of Inform CAD data to Inform RMS, one of the driving principles of integration across the Inform Public Safety Suite is the re-use of incident, location, person, and vehicle information regardless of the application used or person who entered it. This is made possible by using a common data store that houses recently used information; both for an individual user and all users. This means that officers can re-use information entered by dispatch to write a report or make an arrest. Secondary officers can re-use data from the primary reporting officer (or vice versa).

In addition, Inform CAD incident information is stored within the case report of the Inform RMS

Calls for Service module. This provides a complete view of a case, starting from the CAD call to the disposition, report, and investigation.

Inform RMS provides a Recent Info feature that allows users to re-use previously entered Events, Persons, Locations, Vehicles, and Property through drag and drop technology to streamline data entry and eliminate redundant data entry.

Data entry templates use dropdown fields and smart sense fields to standardize data entry.

The Data Entry Designer also provides the ability to create commonly used data entry templates that use default field values and narratives to further simplify data entry.

Client Requirement:
- ☐ Templates by complaint type for calls

TriTech Response: Compliant
Inform RMS provides the ability to create templates by complaint types for calls. These templates are used for common reports of specific complaint types to simplify data entry and save time by using default data for fields.

Inform CAD uses the geographical information as well as complaint type to recommend the correct units responding to a scene. Each event type can have different recommendation configurations.

Client Requirement:
- Ability to add information to case after cad call is complete – currently data transfer is only done once

TriTech Response: Partially Compliant
The rules defined for the creation and update of the CFS record from Inform CAD include the following triggers:
- ☐ When an incident is created in Inform CAD
- ☐ When a unit is assigned to an incident in Inform CAD
- ☐ When a case number is assigned to an incident in Inform CAD
- ☐ When any update is made to an incident in Inform CAD
- ☐ When an incident in Inform CAD is closed

Client Requirement:
- ☐ Ability for Client to modify forms, grid names, add fields

TriTech Response: Compliant
From the emergency call taking window, to what the map looks like, and the units and incidents that each dispatcher can view, Inform CAD provides our customers the most configurable,

flexible, and user-friendly user interface compared to other CAD products. Inform CAD provides administrators with utilities to customize, from a system perspective, elements such as screens, layouts, and default maps without vendor intervention; while end users (if authorized) can take that customization to the next level and create and save their own layout preferences regarding units, incidents, sorting, filtering, color, and even fonts.

Inform Mobile allows administrators to customize the look and feel of the application for groups of field users such as supervisors or patrol. This includes items such as button labeling, sizing, and placement which makes use of the Inform Mobile client very easy to learn. Inform Mobile uses HTML, XML, XSL, and Java in the creation and configuration of the client screens and forms. This functionality will provide field users a highly user-friendly application which is configured to meet each agency's business practices.

Inform RMS provides a Data Entry Designer that enables Client to configure data entry forms/templates. The Data Entry Designer can rename fields, move fields, delete fields, and create custom agency-defined fields.

Client Requirement:
- Ability for users to reset Passwords – integration with pass mgt? (thycotic)

TriTech Response: Compliant
Inform CAD, Inform Mobile, and Inform RMS enable users or agency administrators to reset their application passwords. TriTech can integrate with Active Directory for password management. Should Client wish to add an interface or integration with Thycotic for designated users, TriTech would be happy to provide pricing for any required interface.

Client Requirement:
- Easier GEO locating – for locations currently using codes – premise identification
    – Key word
    – Ability to attach photos to location to verify

TriTech Response: Compliant
Inform CAD uses its own proven proprietary algorithm to geo-validate addresses. The geo-validation algorithm supports address validation using:
- Partial or Complete Address
- Multiple word street names
- Intersection
- Intersection Alias
- Street with Directional
- Street Alias
- GPS Coordinates
- Custom Lookup
- Premise Codes for Master and Sub Locations
- Wildcard
- Location Name
- Address Points

Inform CAD also supports Intellisense geo-verification for address searches. Intellisense allows fields to be auto-completed once a user starts to enter text or numbers. This technology allows dispatchers to enter an address more quickly. The Premise Utility allows agencies to create and maintain pre-built common locations. Users with the appropriate rights can add additional details including personnel information, targeted response plans, alarm information, hazardous material, and attachments such as photos. System administrators can configure premise codes for geo-validation. For example, instead of having to type out the full location of Terminal C Door 45, a code such as /TC45 can be entered to quickly validate the location.

In addition to photos in the premise information, a GIS layer with ortho files can be viewed to enhance the address validation process.

Inform RMS Master Name Index provides the ability to capture and store Premise Locations. Premise locations and addresses are automatically queried upon entry into an address field. Inform RMS also provides an embedded geo-validation feature to validate addresses.

Client Requirement:
☐ Minimize switching back and forth between applications (one system)

TriTech Response: Compliant
Each application within the Inform Public Safety Suite is designed for the user experience and tasks associated with each type of user. Each application provides the tools and information needed for all levels of users to minimize the need to switch among applications.

Inform RMS is a fully functional Records Management application that allows users to access all RMS modules from a single web browser.

Inform CAD is a full featured system which completely contains the tools needed to effectively and easily manage units and incidents, and allows system administrators to maintain the system. Inform Mobile allows system administrators to designate what each role within the agency can access, ensuring that everything a user needs is included within the single application.

Client Requirement:
☐ Robust command line

TriTech Response: Partially Compliant
Inform CAD provides a powerful command line tool called PowerLine. The Inform CAD PowerLine is an interactive GUI textbox that supports syntax-driven command line entry. The command line provides a smart-sense syntax guide to facilitate learning new commands and to guide the user through entry of required parameters. Upon entry of a command on the PowerLine, the command description is presented to the user, providing further guidance and easing the learning curve for new users. TriTech also offers a client-licensable API that allows a .Net programmer to develop custom PowerLine commands.
Inform RMS does not provide command line functionality.

Client Requirement:
- ☐ Prominent Caution note section (pops up on screen)
  - – Easily updatable
  - – Alerts

TriTech Response: Compliant
The Inform CAD Caution Note and Permits Manager allows easy management of warnings and hazards phone numbers, addresses, premise locations, streets, block ranges, and geographic areas. When one of these items is used in call creation, Inform CAD triggers the Caution Note or Premise and automatically notifies the user. In addition to the user notification, Client has the configuration option to put higher priority caution notes into the narrative of the call for service. Inform CAD, Inform Mobile, and TriTech's Mobility Solution users can all easily view caution note information to ensure situational awareness.

Client Requirement:
- ☐ Automation of Scheduling calculations for RMS (Patrol and Administration)
  - – Automation of current manual calculations for available units/vacations/tasks

TriTech Response: Exception
Inform RMS does not natively provide this functionality. TriTech is happy to interface with a third-party application to automate of schedules and calculate vacations, tasks, etc.

Client Requirement:
- ☐ Ability for Additional fields/Customizable fields
  - – E.g.…Drivers license numbers (personnel files, employee ID number, trespass warnings, last four of social
  - – Security and/or masking for specific fields [social security, blood type (HIPPA)]

TriTech Response: Compliant
Inform RMS provides a Data Entry Designer that allows the Client to configure data entry forms/templates. The Data Entry Designer can rename fields, move fields, delete fields, and create custom agency defined fields. Agency-defined fields can be configured as dropdown fields, checkboxes, and text fields and the agency can modify data field masks.

Client Requirement:
- ☐ Required checklist forms (templates due to incidents)

TriTech Response: Partially Compliant
Inform CAD features the Standard Operating Procedures (SOP) Utility which enables users to manually invoke an index of SOP documents and provides visual indications and links to call takers and dispatchers based on Agency, Jurisdiction, and Division identification, as well as Problem Nature triggers. The SOP Utility can be configured to either automatically display the SOP, or merely alert the dispatcher/call taker that a SOP exists. The SOP can be checklist type files which will walk a user through procedures based on a specific incident. Inform CAD also features a protocol utility which allows the Client to build a set of questions and answers, or Q&A trees which call takers can use to walk a caller through an emergency or crisis.

Inform RMS provides the ability to create templates by complaint types for calls. These templates are used for common reports of specific complaint types to simplify data entry and save time by using default data for fields.

Inform RMS does not provide functionality for checklists of Incidents.

Client Requirement:
- ☐ Ability to have required fields to ensure completeness of reports

TriTech Response: Compliant
Inform RMS allows administrators to set mandatory fields on data entry templates/reports.

Inform CAD allows administrators to design the call taking screen and mark certain fields as mandatory before a call for service can be entered.

Client Requirement:
- Ability to have forms automatically populate with data from personnel files – employee number/ID Assignment number
    – Number of years
    – Blood type

TriTech Response: Partially Compliant
Inform RMS backfills Officer Name, Officer ID, and date/time on reports.

Inform CAD automatically date/time stamps each transaction with the user name/ID and workstation.

Client Requirement:
- ☐ Elimination of FBR
    – Ability of command staff to view draft/ in progress report

TriTech Response: Compliant
Inform RMS provides all the functionality of Field Based Reporting and Records Management in one application.

Inform RMS allows all users to access/view a report in draft/in-progress status.

Client Requirement:
- ☐ Ability to remove wizard based step through for incident reports

TriTech Response: Not Applicable
Inform RMS does not provide a wizard-based step process for Incident reports.

Client Requirement:
- ☐ Ability for customized/in house alert
    – Repeat offenders E.g…. multiple groups are repeatedly looking at the same perp (happens through RMS); cut down on manually searching

TriTech Response: Compliant
The Inform RMS Alert feature allows authorized users to add alerts to a Master Name Record.

ClientRequirement:
- ☐ Streamlined sealing and expungements

TriTech Response: Compliant
The Inform RMS Expungement Module provides a streamlined process that allows the user to access the entire case or incident report and expunge individual items, sections, or narratives using checkboxes.

Inform RMS also provides a Restriction feature that allows an authorized user to restrict an entire case, entire incident, sections of a report, names, vehicles, property, and narratives from unauthorized users or for sealing records.

Client Requirement:
- ☐ Streamlining the ability to add files to report: videos, pictures, documents
  - – Able to accommodate large files

TriTech Response: Compliant
The Inform RMS Attachment feature allows users to attach any file to a record. File size is controlled by the agency through the System Administration Module.

The Inform CAD Media Attachments module allows users to link files to incidents, caution notes, and premise records.

Client Requirement:
- ☐ Ability to easily view attached files (currently it downloads to a separate folder and then the officer must search for it to open it, they would like to click and view it)

TriTech Response: Compliant
Inform RMS enables users to access files attached to a report by selecting the Attach tab. The tab will display the attachment thumbnail preview, the attachment description, and the attachment file name. All attachments are viewed on the same screen as the report.

In Inform Mobile, users click on attachments to calls for service, premises, and caution notes to view the attachment. The file automatically opens in the appropriate media view.

Client Requirement:
- ☐ Ability to size windows

TriTech Response: Compliant
Inform RMS and Inform CAD are Windows-based applications that allow all module, queue or browser windows to be sized accordingly.

Client Requirement:
- ☐ Ability to tie multiple cads to a master CAD or link

TriTech Response: Compliant

System administrators can define incident creation for linked events to automatically occur at entry of the call for service. Additionally, users can manually link calls together at any time.

Client Requirement:
- ☐ Ability to upload Agency & State (etc. DWI) specific templates and forms
  - – For completion and storage

TriTech Response: Compliant

The Inform RMS Output Designer allows the agency to create any output from any form. Created Output Forms use entered data to populate the appropriate report output.

State-mandated forms are typically maintained by TriTech through the maintenance agreement.

Client Requirement:
- ☐ Ability to have multi-jurisdictional property
  - – Separate Numbering system lost and found

TriTech Response: Compliant

Inform RMS is a true multi-jurisdictional application allowing multiple agencies to have their own numbering systems for reports and property items.

The Inform RMS Other Event Module allows the agency to create a Lost & Found module with a separate numbering system.

Client Requirement:
- ☐ Ability to link calls to pass along notes (not mandatory) to help transition during shift changes
  - – Ability for multiple users to update
    - ▪ Someone will call for a relative (did they get arrested? hospital?)

TriTech Response: Compliant

The Inform RMS Calls for Service (CFS) module allows users to view read-only CFS events. The CFS module queue can be filtered by a date/time range or zone/district to allow users to view previous call history or if a report was generated.

All CFS events and Incident reports are automatically linked in Inform RMS to simplify viewing related calls/incident reports.

Inform CAD users may link calls for service together which creates a hyperlink in each CFS. Inform CAD and Inform Mobile users can easily view linked incidents through the hyperlink. Additionally, Client preferences control whether or not linked calls can share comments.

Client Requirement:
- ☐ Multiple ways to search
  - – Time stamps for arrests/transports

TriTech Response: Compliant

Inform CAD offers a variety of ways to search data from command lines and forms.

Inform RMS Quick Search allows users to search any field of data, including narratives. Inform RMS also provides a Reporting Module to allow more advanced searching and reporting features.

CDP Search is another application that allows users to globally search the Public Safety enterprise, using a method similar to Google search. CDP Search allows agencies to aggregate data from multiple systems into one public safety-centric database. Using familiar and easy-to-use searching tools, users can get a full perspective on a person, vehicle, piece of property, CAD incidents, and more. Supporting multiple browsers, device types, and operating systems (including iOS, Android, and Windows), CDP Search allows users to quickly retrieve contributed information from anywhere. CDP Search's powerful search capabilities include fuzzy searching, stemming searches, diminutive names, and name expansion from all entities, including narratives. Users can save searches for future hits or register for notifications when new data hits the database.

Client Requirement:
- Ability to link multiple CADs incidents

TriTech Response: Compliant
System administrators can define incident creation for linked events to automatically occur at entry of the call for service. Additionally, users can manually link calls together at any time; all links create a hyperlink in the body of the call for service for easy viewing. Inform CAD and Inform Mobile users can easily view linked incidents via the hyperlink. Additionally, Client preferences control whether or not linked calls can share comments.

Client Requirement:
- Ability to click to open the linked cad (currently have to open based upon reference number)

TriTech Response: Compliant
All linked calls for service in Inform CAD create a hyperlink in the body of the call for service for easy viewing. A user need only to click on the link to view the additional call(s).

Inform RMS automatically links CAD calls for service to a generated incident report.

The Inform RMS Calls for Service Module also allows users read-only views of CAD calls.

Client Requirement:
- Recommended Unit dispatching based on location/geography and call type

TriTech Response: Compliant
Inform CAD accommodates a range of response plans from the very basic to the most in-depth and complex. Inform CAD provides System Administrators with easy to use tools for developing and maintaining response plans for dispatch support. Recommendations are based on location/geography and call type.

The two primary tools for recommendation plan development include The Response Area Builder, used for adjusting response areas using Inform CAD tools, and the Response Plan Manager, used to detail the plans assigned to response areas or target locations.

Response Area Builder

The GIS and CAD Administrator uses the Response Area Builder to define or adjust the response areas for each jurisdiction in an agency's map area and assign response time standards for each call priority. This utility also is used to assign the proper response plans and other information for incidents in that area. Predefining this information for each response area automates the call-taking process by automatically entering the response information for the incident.

Response Plan Manager

The Response Plan Manager is used to determine which units should respond to specific incident types in specific geographic areas or Target Hazard sites. The number of resources and capabilities or Resource Groups for each alarm level and Dispatch Level can be set. These parameters can be used to select the closest available units to dispatch to an incident, or if preferred, a fixed run order can be used.

To fulfill response plan requirements at initial assignment, Inform CAD searches the database to produce a list of unit recommendations.

Inform CAD Response Plans use the following plan functions:

- Automatic Dispatch
  Automatic Dispatch feature allows an agency to replace the manual actions of selecting and assigning incidents from the Waiting Incidents Queue by performing dispatch actions automatically. This is selectable for each alarm level of a plan.
- Unit Recommendation
  When the user assigns units to an incident, Inform CAD recommends units based on the user's selections from the resource or capability lists. These lists come from information built using other system tools, such as the Vehicle Manager, Resource Group Manager and Popup List Utility.

Inform CAD uses the Resource or Capability list to determine the resources and capabilities needed for the units. Inform CAD also takes into consideration the order in which you designate resource requests to the Response Plan. If a requested unit is not available, or has an extended response time and you have defined a substitute, the secondary unit is substituted. If a defined substitute is not available, the substitute is replaced with a unit of the same type as the original requested unit. If the requested unit has an extended response time and you defined another unit to respond with the resource, CAD searches for units matching the criteria established, and uses time and differential time of the unit's response for these plans (e.g., only send the secondary request if it can beat the first unit by 3 minutes).

Resource Types

Each unit can have a primary and multiple secondary resource types. Resource types represent an actual vehicle in a Response Plan. A vehicle can only fill one Resource Type request on a Response Plan, (e.g., if 2 Truck Resource Types are requested, then Truck 1 can only fulfill one of those requests).

Capabilities

People and units can also have capabilities. When a person has a capability and is rostered to a unit, then the unit inherits that capability from the person. A capability may be a skill like Spanish speaker, or could represent equipment or other capabilities of a vehicle such as AED equipped.

Each capability listed in the Capability list is evaluated individually. Each subsequent capability is then re-evaluated against the units already selected for a plan, as a required capability may

be available in a unit that has already been recommended.

If the plan requires more than one of the same capabilities, the user can list that capability as many times as needed. The user can also specify a separate capability with which to substitute and respond.

Resource types and capabilities are then mixed in a response plan to determine the quantity of units and capabilities that are needed for the incident.

Other Response Plan Components
- Dispatch Levels
  Dispatch levels are used to initiate upgraded emergency response plans during periods of heightened threats such as brush fire season or disaster situations such as flooding or terrorism. By the same means, response levels can be reduced for other global situations. Display Levels can also be scheduled to take effect on a one-time or recurring basis.
- Alarm Levels
  CAD supports up to 99 alarm levels per plan, and users balance of alarm consideration on alarm escalations.
- Dynamic Plans
  With dynamic plans, the closest available units are recommended. The units are instantly depicted in the CAD Geo map for the dispatcher.
- Fixed Plans
  With fixed plans, a list of available units appears, according to the station order built in the plan.
- Mixed Plan/Hybrid Recommendation
  Plans Built as dynamic plans with fixed order recommendations and rules for closest substitutions according to resource type or capability recognitions.

Additional definable response rule granularity provides for differential time evaluations for resource/capability recommendation and the ability to designate the addition of other agencies to the response should resources or capabilities be unavailable within set time thresholds.

Additional Recommendation Tuning Tools
Inform CAD supports the "fine-tuning" of unit recommendations through an extended series of business rules. Dispatch Rules enhance the system administrator's ability to predefine the type of units that are recommended to an incident through the use of:

- In Station Delay Penalty
  Delay penalties can be set for one or more stations within an Agency. The designated penalty, a time value, affects the ETA calculation of each unit "In Quarters" at the applicable stations. Penalties can be applied to certain times of day. For example, many stations require a delay only at night. Currently, two time delays can be configured per station.
- Alternating Unit Order in Same Station
  Alternating unit recommendations can be set up at one or more stations within an Agency. "Like" units (same resource type or same capability) that are in an In Quarters or Local Area status for the same station and have identical ETAs are eligible for the rule. Similar to a "first in, first out" scenario, the unit that is determined to not have participated in the most recent incident will be recommended.
- Prefer Home Unit from Station
  If multiple units are at a station (e.g. Training) that match a resource request, send the home unit for that station before the visiting units.

- Lower Priority Unit Recommendations
  Allows for the ability to automatically recommend diversion of units from lower priority incidents to higher priority incidents. Discreet control is provided per status and priority difference. (e.g. divert a unit responding to a low priority general sickness to a cardiac arrest if they are the closest unit to the cardiac arrest).
- Variation of Travel Time by Resource Type
  The ETA calculation of a unit can be altered based on its primary resource type. Resource types can be assigned a travel time weight in the form of a percentage. During the unit recommendation process, the system will multiply the ETAs of applicable units by the travel time factor. For example, a resource type that is estimated to respond 10% slower than other types of units can be assigned a travel time weight of 110%.
- Direct Path Routing
  Additionally, advanced routing calculations (i.e. Quickest Path Routing, Centroid Routing) can be disabled for a resource type that does not use the road network, such as a helicopter. The system will calculate the ETAs of applicable units utilizing only direct path (crow flies) calculations.
- Unit Sharing
  Units must be shared to the Jurisdiction and Division level in the CAD hierarchy to be eligible for Response Plan recommendation in a given jurisdiction.

Tools for Examination of Historical Responses

Inform CAD also provides a Snapshot Report of the global system condition at the time a CAD incident was dispatched, as well as a GIS Playback utility for historical re-creation of incident timeframes. The Snapshot report depicts the status, location, and conditions on all units at the time of dispatch, as well as a comparison between the system recommendations for dispatch, and the units that the operator actually committed to the incident. These tools have also proven very effective for close examination of response plans in effect, and for aiding in the fine-tuning of response plans.

Client Requirement:

- Multi-jurisdictional CAD
  – Option to flag comments as confidential

TriTech Response: Compliant

Inform CAD allows comment sharing among incidents. Differing jurisdictions may choose to have the default for the comment be shared or confidential, with the ability to select on the fly which comments are confidential or not.

Client Requirement:

- Parsing capabilities- import data into screens into the appropriate fields (NCIC)

TriTech Response: Compliant

Inform CAD will parse and import data from returns (such as a DMV return) into the supplemental information for people and vehicles using the TTMS direct connection with Inform CAD.

Inform RMS provides a Recent Info feature that allows users to re-use previously entered Events, Persons, Locations, Vehicles, and Property through drag and drop technology to streamline data entry and eliminate redundant data entry.

Client Requirement:

- Ability to free up real-estate on the monitor/screen

TriTech Response: Compliant
Inform CAD and Inform RMS windows can be resized to the user's preference based on the monitor/screen.

Client Requirement:
- Ability to append comments without being tethered to a single call
  – (multiple calls)

TriTech Response: Compliant
Inform CAD allows comment sharing among incidents. Differing jurisdictions may choose to have the default for the comment be shared or confidential, with the ability to select on the fly which comments are confidential or not.

Client Requirement: Updates
- Yearly loading of Florida statutes (automatic loading preferred or by admin)
  – For criminal reports
  – Officer selected Uniform Crime Reporting based off of FL state Statutes
  – National Incident based reporting

TriTech Response: Compliant
Florida statutes and local codes are loaded upon implementation. Updates to Florida statutes and local codes are easily maintained by the system administrator using the Violation Code Module in System Administration. Yearly updates can be uploaded in electronic format to the application with TriTech's assistance.

NIBRS codes and functionality are maintained by TriTech through the agency's maintenance agreement.

Client Requirement:
- Yearly updates to UCR codes

TriTech Response: Compliant
UCR codes and functionality are maintained by TriTech through the agency's maintenance agreement.

Client Requirement: Data
- Scheduled master name clean up for index

TriTech Response: Exception
Inform RMS Master Name Index is typically managed by the agency. Inform RMS provides tools to assist the agency with merging/unmerging duplicate names. Inform RMS provides an intuitive Master Name Merge utility.

Client Requirement:
- More robust searching
  – Ability to search by DOB, name, wildcards etc.… (while writing/searching reports)

TriTech Response: Compliant

Inform RMS provides a robust Search feature that allows users to search and report on any field of data within Inform RMS. Users can search by Soundex, like names, wildcards, partial names, etc.

Inform RMS automatically searches the Master Indexes when a user enters a Person, Location, Vehicle, or Property. The user is provided a slide-out bar that does not interrupt the data entry process. Users can use matched data from the automatic search by drag and drop technology.

Client Requirement:

- A central repository for a form
  - For research

TriTech Response: Compliant

Inform CAD contains both a collection of pre-defined reports that allow quick and easy reporting on a variety of information as well as the ability to define and report on data for an organization's specific needs. These reports are available from within the Inform CAD application.

Inform CAD's Incident Editor is accessed by authorized users through a command or a toolbar. Users can view any completed incident in a window similar to the one in which the call was taken. By default, the Inform CAD Incident Editor has the current date selected on the to and from calendar dates as well as the agency type which the user is logged into so that users can quickly see all calls for the day.

By default, the calls for service (CFS) are arranged by time while users can sort on different columns such as problem nature, address, case number, unit, jurisdiction, etc. Users can click on a CFS and review the incident in the incident viewer window, which is the same format as an active CFS for easy viewing. Other options available from the view include reopening, duplicating and printing the CFS. Users also can add information (e.g., comments) to the closed CFS.

Users can also perform basic and advanced searches through Inform CAD Incident Editor on a variety of fields:

- Basic: The basic search allows authorized users to select the proper agency type (when authorized) and search on basic CFS data such as priority, date range, problem nature, location, jurisdictional hierarchy, units and more. When users search this information, they are presented with the same list and options as described above.
- Advanced: The advanced search allows users to search on database fields and add Boolean operators such as Greater than, like, between, etc. Users also have the option to toggle between searching production server, for recent CFS, or the archive server for more historical data.

The Inform RMS Reporting module is an ad hoc report builder designed to be both powerful and easy to use. The Client can create and run reports from data within the available modules such as CFS, Arrests, Citations, and Field Interview and apply the full data model, so every field within the supported modules is exposed for reporting, including custom fields. Using the intuitive and easy to use graphical interface tools, users will choose data sets and parameters, columns, grouping, counts, and more to create reports. Advanced parameter filters allow for powerful combinations of filtering, including the ability to do "AND" or "OR" conditions grouped in different ways, allowing for innumerable potential filtering scenarios. Inform RMS Reporting module provides the user the ability to create meaningful and easy to read output reports such

as summary and detailed reports as well as visual representations using various charts. Reports can be created and saved for reuse by individual users or shared with the agency as a whole.

Inform RMS Reporting module also provides the ability to export data into spreadsheet form and allows users to copy the SQL statement created which can be used to take advantage of the powerful yet simple query builder to generate complex SQL queries.

Client Requirement:
☐ Real time inventory for equipment management

TriTech Response: Exception
Inform RMS does not provide an Equipment Management Module.

Client Requirement: Mobility
☐ More robust mobile
– Smart devices - Cell phone/tablet

TriTech Response: Compliant
The ubiquity of smart phones and tablets has drastically changed the way we work and communicate. TriTech recently introduced TriTech's Mobility Solution to extend the use of our Inform Mobile solution to everyone, everywhere. Designed for iOS and Android devices, TriTech's Mobility Solution provides users the benefit of extreme mobility and constant access to Inform CAD to send and receive information. TriTech's Mobility Solution allows users to view critical incident-related information, update their status, send messages, and perform other critical functions. With FIPS 140-2-compliant encryption, TriTech's Mobility Solution users can securely send and receive records, check queries to reduce dispatcher workload, and reduce radio traffic. This easy-to-use application is an essential tool for users who perform their jobs outside of the emergency vehicle.

TriTech's Mobility Solution Features

Feature	Description
Integrated CAD functionality for global system view	As a companion to Inform Mobile, TriTech's Mobility Solution seamlessly extends information from Inform CAD to personal devices. TriTech's Mobility Solution displays the Inform CAD Status view and the current status of units and calls via a map visual or queue form. Users can drill down on the map, unit, or incident to receive more detailed information.
Real-time access to information for quick decision making	TriTech's Mobility Solution Incident screen displays pertinent location call data and information on the nature of the problem. Users can view the other pending and assigned incidents and their corresponding status, premise information, prior history, caller information, map, and status time stamps. More important, users can update statuses and enter comments to easily communicate incident details to dispatch and other units.

Out-of-the-box detailed maps improve situational awareness	Administrators can choose to use their Inform CAD/Inform Mobile map packages or the integrated online maps. The online maps showcase a high level of detail including addressed parcels, common place names, and in some areas, highly digitized walkways and interior GIS features. TriTech's Mobility Solution online map is not limited to your agency's map data and users can quickly and easily view detailed maps of areas outside of their jurisdiction.
Flexible configuration options support agency personalization	Through a simple web browser, the agency's system administrator and other authorized users can configure the user interface for added ease-of-use. The user's interface preferences are available system-wide rather than tied to a specific device.
View prior incident information	TriTech's Mobility Solution provides notifications and information on the incident history of the dispatched address.
Voice-activated comment entry	TriTech's Mobility Solution allows users to enter comments into the incident via keyboard or use the voice dictation feature native to iOS or Droid.
Get alerted of a call even when device is in your pocket	TriTech's Mobility Solution uses the native iOS or Droid notification settings, so even if the device is locked and out of sight, TriTech's Mobility Solution can still provide optional sounds and banner alerts on the home screen.
Real-time incident updates	See updates about the incident or assigned unit statuses in real time without the need to manually refresh pages.
Integrated query forms for CAD and local RMS records check	FIPS 140-2 compliance allows TriTech's Mobility Solution users to securely send and receive records check queries. By empowering field users to perform queries independently, reduces dispatcher workload and radio traffic to deliver mission-critical information to help solve crimes and improve personnel safety.
Seamless CAD integration for voiceless dispatch and statusing	TriTech's Mobility Solution allows users to not only see CAD information such as incidents and other units but also status themselves onto field-initiated incidents, dispatched incidents, or select out-of-service reasons.
Dispatch Summary Panel	The Dispatch Summary panel appears on the Home screen when the unit is assigned to a call. This screen summarizes information related to the call and provides quick links to call-related tasks without requiring the user to navigate to other screens.
Call Times	TriTech's Mobility Solution app displays information about call times, such as when and who entered the incident, the time assignments were made, and the time a unit arrived on scene and cleared the dispatched incident.

Client Requirement:
  – Live updates/Mobile updates from the field

TriTech Response: Compliant
Inform Mobile, TriTech's Mobility Solution, and Inform CAD work together to ensure that all users have updated information at all times. Field users can view other pending and assigned incidents as well as their corresponding status, premise information, prior history, caution notes and hazardous material information, caller information, map, and status timestamps. Users can

update their status and enter comments on an incident to easily communicate details to dispatch and other units. Built with solid network connections for secure wireless communications, Inform Mobile users enjoy dynamic and secure real-time updates ensuring users have instant access to incident and unit data.

TriTech's mobility solutions extend the mission-critical functions of computer-aided dispatch to individuals in the field, on a variety of devices. The Inform Mobile software for laptops and TriTech's Mobility Solution deliver a true mobile user experience to keep responders safe and informed everywhere. From their vehicle laptop or their smartphone, officers can securely send and receive records, check queries, or message other units, self-initiate calls for service, assign case numbers to themselves—all while monitoring incident and unit updates.

Client Requirement:
- Officers in mobile need ability to close a call, currently does not happen

TriTech Response: Compliant
Officers in the field can close a call with a disposition in Inform Mobile.

Officers in the field cannot cancel calls for service or close calls to which they are not assigned.

Client Requirement:
- Alerts/notification for previous contacts

TriTech Response: Compliant
Any time a user enters a name or vehicle and runs a check against it, a CAD history and RMS query returns results. This includes previous incidents with which the person or vehicle has been associated and Inform RMS information from the Master Name Index. Additionally, as soon as an address is verified in Inform CAD, previous calls for service at that location are immediately available for users to view. The history is also shared across mobile applications.

Client Requirement:
- Allow officers to access digital documentation that is currently needed (currently it is physically stored in the car)

TriTech Response: Partially Compliant
Inform RMS provides an attachment feature that allows the user to access attachments linked to records in RMS. The client must have native application to open the attachment.

Inform Mobile gives officers real time access to all incident information; this includes preplans, premise photos and attachments, caution notes, hazardous material information and more.

Client Requirement:
- Allow SOP through Mobile
  - E.g.…Hazmat

TriTech Response: Compliant
Inform CAD automatically triggers icons to indicate Caution Notes, Premise History, Hazardous Material information, Alarm Information and additional Location Information when an address is

validated in the emergency call taking screen. Additionally, Caution notes can be written into the comments of the Call for service so a user need not call for the information. Many clients use this functionality for high-priority caution notes, while leaving lower priority notes accessible through the icon. These flags and icons carry through from Call Takers to Dispatchers and into the mobile environments as well as the Inform CAD Browser. Inform Mobile will alert mobile users to these safety issues in an easy to view format.

Client Requirement:
- More accurate map TPA terminals
  - Display Diagrams of terminals, door alarms

TriTech Response: Compliant
TriTech partners with Esri to provide our customers with the most accurate and best mapping user experience in the market. The Inform Public Safety Suite use Esri's mapping engines to leverage the industry-leading software (ArcMap, ArcMap Pro, GIS Servers running network analyst) to import, create, and maintain airport terminals, door alarms, and other mission critical information. Some of TriTech's customers have leveraged this technology to map every single access point and or reporting location in the form of a GIS point layer. Combined with the ability to create and assign an accurate point layer with rich and detailed maps, and you have the most accurate and visually stunning maps available.

Client Requirement:
- Share locations of other officers
  - Overlap diagram with police (AVL) – closest officer
  - Including emergencies

TriTech Response: Compliant
Inform CAD and Inform Mobile display real time AVL information on the embedded maps.

Inform Mobile can be configured to send a high priority message and/or a pop up that automatically centers the map when an emergency button is activated. The alert is sent to the entire agency on that Inform Mobile server. Inform CAD can be configured to send the message to functionality groups (supervisors, call takers, radio dispatchers etc.), display a dialogue box and center the map, or configure Inform CAD Advisor to provide quick identification, audible, and predetermined action for the event. In each scenario, the map is centered to the unit's location.

Client Requirement:
- More Accurate location services (Z Coordinate)

TriTech Response: Compliant
All GIS attributes can be recorded, and quickly viewed by field or dispatch personnel. When elevation data is contained within any of the GIS layers, the information can be shown on the map, within the info tool, or in a dedicated field of the dispatch or mobile screen assuring situational awareness during critical times.

Client Requirement:

– Ability for officers to research via Elvis on the mobile device

TriTech Response: Alternative Method

TriTech proposes our Florida-certified TTMS connection to FCIC/NCIC/Nlets. This will replace ELVIS for CJIS queries for all authorized users of the system. ShouldClient still desire to provide users access to ELVIS, that can be accommodated by configuring Inform Mobile to allow access to the ELVIS website.

Client Requirement:

– Display CCTV feed on smart device

TriTech Response: Compliant

With a direct browser-based connection that can be accessed within the Client network, users can access the CCTV system from Inform Mobile. The use of an appropriate app or browser on tablets and handheld devices would allow authorized users to access CCTV as well.

Client Requirement:

– Dispatched calls to smart device

TriTech Response: Compliant

TriTech's Mobility Solution app extends the use of the Inform Mobile solution to smart phones and tablets in the field. Designed for iOS and Android devices, TriTech's Mobility Solution provides users the benefit of extreme mobility and constant access to Inform CAD to send and receive information. TriTech's Mobility Solution app allows users to view critical incident-related information, update their status, send messages, and perform other critical functions.

TIA Requirement:

– Reverse 911- caller locate query (for callers)

TriTech Response: Compliant

The embedded Inform CAD Caller Location Query (CLQ) module uses the GPS and SMS technology in smartphones to improve location accuracy. When a citizen calls from a cell phone and is unable to provide an address, the dispatcher can verify the citizen's location/address before sending resources to assist. With Inform CAD CLQ, the dispatcher has an easy-to-use option to engage the citizen and retrieve a dispatchable location. To collect the location information from the citizen's phone, the dispatcher clicks on Inform CAD's "CLQ" button and sends the citizen an SMS text message which contains a generated hyperlink. When the citizen activates the link, a map opens in the browser phone displaying the citizen's location which the citizen can verify and send back to the dispatcher and Inform CAD. The dispatcher can accept the information and automatically update Inform CAD with an address that is now a truly dispatchable, geo-validated location.

TriTech's solution is drastically different than text-to-911 or other 9-1-1 apps. Text-to-911 is initiated by the citizen to request services from the PSAP and utilizes the 9-1-1 and wireless phone network for message delivery. With Inform CAD CLQ, communication is initiated by the dispatcher for the specific intent of collecting additional location information from the citizen.

The SMS communication between the citizen and dispatcher is conducted, not through the 9-1-1 network, but through a secure internet connection using the wireless telephone network. Bypassing the traditional 9-1-1 network, TriTech is embracing the technology within Inform CAD, the data networks, and smartphones to communicate with citizens. This defines a new approach for using commercial technologies—the Internet, SMS, location services—to assist with location accuracy without needing to download a separate app. More importantly, CLQ puts the dispatcher and the PSAP in control and creates an efficient way to interact with citizens and collect information.

TIA Requirement:
Integration
- Reduce redundancy of data entry
  - Integration/Interface with
    - CAD- Computer Aided Dispatch

TriTech Response: Compliant
TriTech proposes a full featured CAD system to TIA that uses data replication so that the same information populates as many fields within the system as possible to minimize re-keying the same information.

TIA Requirement:
- Mobile – Mobile dispatch software

TriTech Response: Compliant
TriTech proposes its Inform Mobile software that is fully integrated with Inform CAD.

TIA Requirement:
- TRACS- traffic and Criminal Software

TriTech Response: Compliant
TriTech proposes a data import to Inform RMS from TRACS for Citations, Warnings and Crash reports.

TIA Requirement:
- ELVIS- Electronic License and Vehicle Information System

TriTech Response: Alternative Method
TriTech will be providing its Florida certified TTMS software as an interface to FCIC/NCIC/Nlets, which provides the same functionality as ELVIS. TTMS will allow users to use data obtained from queries directly within the full Inform Public Safety Suite, allowing direct population of appropriate data fields without officers having to type data or cut and paste.

TIA will still be able to use ELVIS and the system will allow users to continue to access ELVIS as they do currently.

TIA Requirement:

- TAMMS- Tampa Airport Maintenance Management System (used by Maintenance)

TriTech Response: Compliant
TriTech has proposed an optional data export from Inform CAD to TAMMS. This export will include the specifics of the service call as recorded in CAD.

TIA Requirement:

- RMS- Records Management System

TriTech Response: Compliant
TriTech proposes Inform RMS, which is fully integrated with the other Inform applications proposed for TIA.

TIA Requirement:

- DocuSign

TriTech Response: Not Applicable
Per TIA responses to TriTech questions, this requirement has been removed.

TIA Requirement:

- CCTV – Closed Circuit TV

TriTech Response: Compliant
With a direct browser-based connection that can be accessed within the TIA network, users can access the CCTV system from Inform Mobile. The use of an appropriate app or browser on tablets and handheld devices would allow authorized users to access CCTV as well. No interface is required.

TIA Requirement:

- BEAST – Barcoded Evidence Analysis Statistical Tracking (for evidence-Porter lee, not purchased yet)

TriTech Response: Compliant
TriTech's proposal includes an interface to the Porter Lee BEAST application. This interface has been deployed at other customer locations and is proven to be a reliable interface.

TIA Requirement:

- LINX – Law Enforcement Information Exchange

TriTech Response: Compliant
TriTech proposes a data export to submit information to LINX from Inform RMS.

TIA Requirement:

- Street Smart

TriTech Response: Compliant
TriTech has reviewed the connection requirements with NC4 to allow them to collect the information they require. Based on this discussion, no interface is required and NC4 will be able to access the Inform Archive Server database to access the necessary information.

TIA Requirement:

– Integration with Cisco CER for location coordinates (z coordinate)

TriTech Response: Compliant
This functionality can be provided through system configuration within Inform CAD to create a location for all designated phone extensions within the Cisco phone system. No interface required.

TIA Requirement:

– Link to HR data (instead of having to reenter data)
  - Police and HR share data, but manually enter it from both sides

TriTech Response: Compliant
TriTech has quoted an optional interface to provide this functionality.

TIA Requirement:

– Integration with P8 or central records gets read only access

TriTech Response: Compliant
TriTech has proposed an optional export of completed reports to be sent to the P8 data store.

TIA Requirement:

– Interdepartmental interface share data with other agencies e.g... RMS

TriTech Response: Compliant
TriTech applications can export data to external agencies. TriTech has included costs for a single export. TIA will need a separate export for each external system. TriTech will provide costs for those exports upon TIA request.

TIA Requirement:

– Integration with Existing Databases

TriTech Response: Compliant
No interface is required for this. TriTech will convert the existing TIA Vision databases to Inform format.

TIA Requirement:
☐ Access to older data (legacy systems)

TriTech Response: Compliant
No interface is required for this. TriTech will convert the existing TIA Vision databases to Inform format.

TIA Requirement:
Reporting
☐ Advanced reporting
– Statistical reporting
TriTech Response: Compliant
Inform CAD Pre-Defined Reports
Inform CAD contains both a collection of pre-defined reports that allow quick and easy reporting on a variety of information as well as the ability to define and report on data for an organization's specific needs. These reports are available from within the Inform CAD application. The Inform CAD pre-defined reports are listed within the "Inform CAD Pre-Defined Reports Summary."

Inform CAD Incident Viewer
Inform CAD keeps track of all open and closed incidents. The Incident Editor can access either the production CAD database or the Archive Server database. The Incident Editor enables users to review all details of an incident, including incident activity and unit response information in the live database. The Incident Editor is available from within the Inform CAD application.

Incidents may be queried using a variety of criteria and then viewed and printed as an Incident Detail Report.

Inform CAD Archive Server
TriTech recommends pairing the Inform CAD Archive Server with the Inform CAD production server. The Archive Server is a separate SQL server, serving as a Data Warehouse, which receives near real-time replication of data from the Inform CAD production server SQL instance. This approach is recommended to eliminate the risk of running reporting, dashboards, or other queries against the Inform CAD production database that would adversely affect the performance of the Inform CAD production server. TriTech publishes a Data Dictionary on our customer support site that can assist clients when building their own reports with SSRS or other tools.

SQL Server Reporting Services
Agency reporting needs are diverse and cannot be met with a single set of standard reports. TriTech recommends Microsoft's SQL Server Reporting Services® (SSRS) for building and generating the unique set of reports needed by each agency. SSRS is part of Microsoft SQL Server services and for no additional cost, allows users to quickly and easily build and generate reports using Report Builder and other tools. SSRS also includes the ability to include a wide variety of charts and maps within reports.

Other reporting tools used by clients for building their own reports range from Microsoft Access and Crystal Reports to more sophisticated third-party software such as IBM Cognos. While

SSRS is included with SQL Server at no additional cost, other third-party tools are available at an additional cost. TriTech does not directly offer or supply third-party reporting tools.

INFORM CAD REPORTS
Inform CAD reports are user-configurable and can be printed in either tabular or graphical form. The data values that the standard reports can be filtered on include (but are not limited to) date (day, week, month or months), time, agency, jurisdiction, division, incident type, priority type, unit/radio ID, personnel ID, and response area.

Inform CAD provides the following standard reports:

Alarm Site Report	BOLO Briefing Report
CAD Log of Calls Report	Call Source Analysis Report
Caller Type Report	Calls by Grid Report
Call Volume by Service Level Report	Canceled Incident Report
Incident Report	Inter-Agency Comment Report
Inter-Agency Security Report	Out of Service Report
Command Line/Function Key Configuration Report	Prescheduled Call Report
Response Incident Listing	Roster Hours Worked Report
Rotation Provider Report	Rotation Request Report
Transportation Volume Report	Unverified Address Report
Vehicle Response Report	Snapshot Report
Problem Cross Reference Report	Reconciliation Report

Inform CAD Time-Based Reports
TriTech has designed the Time-Based reports to provide a method to measure and evaluate call taking, dispatching and response performance within agencies.

Activation Report	At Scene Time Report
Call Duration Report	Call-Taker Performance Report
Dispatcher Performance Report	Late (Exceptions) Responses Report
Out-of-Chute Report	Response Compliance Report
Turn-Around Time Report	

Inform CAD Browser Reports
Inform CAD Browser supplies a set of predefined web-based CAD reports that can be generated remotely. Each report provides filter selection criteria, filter exclusion criteria, allows for suppression of zeros and drill down capabilities from the graph or grid. These reports include:

Caller Type Summary	Problem Type
Incident Type Summary	Method of Call Summary
Cancel Reason	Delay Reason Summary
Time of Day Call Volume Summary	Day of Week Call Volume Summary

Inform RMS Reporting module
The Inform RMS Reporting module is an ad hoc report builder designed to be both powerful and easy to use. The TIA can create and run reports from data within the available modules such as CFS, Arrests, Citations, and Field Interview and apply the full data model, so every field within the supported modules is exposed for reporting, including custom fields. Using the intuitive and easy to use graphical interface tools, users will choose data sets and parameters, columns,

grouping, counts, and more to create reports. Advanced parameter filters allow for powerful combinations of filtering, including the ability to do "AND" or "OR" conditions grouped in different ways, allowing for innumerable potential filtering scenarios. Inform RMS Reporting module provides the user the ability to create meaningful and easy to read output reports such as summary and detailed reports as well as visual representations using various charts. Reports can be created and saved for reuse by individual users or shared with the agency as a whole. Inform RMS Reporting module also provides the ability to export data into spreadsheet form and allows users to copy the SQL statement created which can be used to take advantage of the powerful yet simple query builder to generate complex SQL queries.

IQ CrimeView Dashboard

IQ CrimeView Dashboard brings your data to life. Your data becomes much easier to access and can be used to provide decision support, performance management, and electronic briefing capabilities. All members of your department at the strategic, operational, and tactical levels can use the IQ CrimeView Dashboard. Mid-level managers can use the IQ CrimeView Dashboard to define operational missions, identify crime patterns and trends, allocate resources, and evaluate results. Front-line staff can use the IQ CrimeView Dashboard to drill down through levels of data to develop actionable information on criminals and crimes. IQ CrimeView Dashboard provides unprecedented mission planning tools for command staff, patrol supervisors, analysts and field personnel to define, assign and communicate the department's patrol strategies.

Advanced geospatially-based crime analysis, mapping, operational performance support and situational awareness capabilities are framed in three major modes:

1. Briefing Books provide thematic views of data packaged as widgets on a page and pages within a book. Briefing Books can be designed to support every level of the agency's policing mission providing role-specific information relevant to agency executives, command staff, investigators and patrol officers. Briefing Books can also be created in support of special projects, events and strategic missions.

2. Analysis Mode provides power users with the ability to dive into the data and employ a bevy of advanced data analytical tools and visualizations to investigate patterns, trends, correlations, linkages and relationships. With the addition of specialized emergency management symbol sets, video streaming and surveillance data, the availability of real time asset tracking data (commercial vessels, patrol cars, patrol boats, foot patrol) and access control sensors, the mission design and planning capability can be used to establish special event preplans and support "on demand" tactical operations for evolving events such as active shooter scenarios, natural disasters, etc.

3. Missions, Notes and Playbooks provides a facility for command staff and analysts to design directed patrols or missions that result in mission packages that can be managed over time in playbooks. Missions are capable of being published into the new IQ NearMe application where patrol officers can execute on their assigned directed patrols. Uniquely, the mission facility provides two-way communication between the executing patrol officers using the IQ NearMe application and command staff using the IQ CrimeView Dashboard at the station. This capability also allows for marking up information to the map, attaching files and linking additional information sources to points, lines and polygons on the map.

The resulting combination of measures, maps and missions—always current and interactive—enables operational performance support at a level unparalleled in the law enforcement profession. It's a technology that works like the law enforcement mission.

IQ CrimeView Dashboard features include:

- Handles a broad array of data sets. Examples include: calls for service, crime reports, field interviews, warrants, citations, arrests, tips, SARs, pawn shop data and persons-of-interest such as parolees, probationers, gang members and sex offenders.
- 'Briefing Books' that can be based on role, organizational unit, geography, crime priority or specific intervention.
- Specific 'Briefing Book' templates available for Executive, Roll Call, Directed Patrol, DDACTS, Border Crime Suppression, Special Event Planning, COMPSTAT.
- Includes cluster analysis for crime type, MO, area, etc.; day-of-week and time-of-day analysis; and crime correlation.
- Can use ArcGIS Online, agency-provided, or Bing base maps
- Data views are regularly updated.
- Integrates with IQ NearMe Mobile and CDP Crimemapping.com.
- Comprehensive ability to inform and optimize patrol-based strategies
- The agency has complete flexibility to customize the content and layout of the dashboard 'Briefing Books' and pages.
- Customize the templates for your data and specific requirements to hit the ground running quickly.
- Supports suspect identification and other spatial/temporal optimization activities for patrol officers.
- Leverage existing GIS investments or low/no-cost base map options.
- Supports establishment of agency-wide mission critical crime mapping & analysis platform.

IQ Advanced Reporting Module
The IQ CrimeView Dashboard and IQ Advanced Reporting Module (ARM) provide comprehensive data access, interaction and analytics from dispatch, records, jail management, and other systems.

IQ CrimeView Dashboard is centered on a user's role and assignment. Calls and crime come alive on maps, from hotspots down to tactical views with details of each incident. Identify day and time patterns that guide staffing and strategy decisions through interactive charts and data tables – see how changing selection dynamically affect what's hot and what's not on the map.

IQ ARM provides summary charts and graphs to the command process that empower quick assessment of performance indicators, exceptions, and trends while retaining the ability to interact with any underlying factors, and issue reports or extract data on the fly. IQ CrimeView Dashboard and the IQ ARM together bring precision to mission execution through a command process that puts the right teams in the right place, at the right time, focused on the right issues, informed by the right information, and empowered to achieve the right outcomes.

IQ CrimeView Dashboard and IQ ARM provide powerful yet practical ways to compare current and past activity. IQ ARM provides various options for periodic and year to date analysis and reporting, with all interactive results easily exported directly to Excel. Weekly, monthly and annual comparisons – pre-defined or selected ad hoc by the user, are presented as tables, bar charts, graphs and grids.

"When" is a powerful tool for IQ CrimeView Designers, the agency analyst that typically configures and controls the content all users can see. Filter widgets ("pin" maps) are easily set to display bar charts summarizing data, and "When" settings can track year-to-date comparisons to previous years or other intervals that match an agency's reporting cycle. Trend widget chart configurations include counts and statistics based on daily averages, day of week adjusted averages, and standard deviation ranges from user-defined parameters. A constant value 'red line' some agencies use to track daily progress toward quarterly or annual goals.

IQ NearMe
IQ NearMe is designed to allow strategically planned tactical missions to be pushed out to the patrol officer in the field. It brings situational awareness to officers by providing geospatial incident data specific to each officer's beat or district.

IQ NearMe provides up to date criminal incident data as well as a defined map of the officer's territory or beat. Officers with little or no computer skills can filter through the data to view individual crime types and or persons of interest in their assigned territory.

IQ NearMe allows officers to see which missions they are assigned and also those missions that may cross boundaries with their own. A live blog built into the software allows for dynamic communication with the command staff supervising each mission and keeps the information available for each shift as the mission progresses.

IQ NearMe features include:
- Identify activity, persons, and other information of interest around current officer location for improved operational intelligence.
- Handles a broad array of data sets including: calls for service, crime reports, field interviews, warrants, citations, arrests, tips, SARs, and persons-of-interest such as parolees, probationers, gang members, and sex offenders.
- Increase situational awareness.
- Force Multiplier: address multiple crime priorities on single patrol.
- More efficient officer reporting processes.
- Provides integrated enterprise platform for proactive policing methodologies.
- Shows location of officers on patrol.
- Display building street views.
- Plan patrol tactics and objective.

IQ NearMe delivers patrol awareness capabilities to vehicle-mounted MDC's and Windows mobile devices. The same back-end that powers the IQ CrimeView Dashboard powers IQ NearMe. This means that data found in the dashboard can be made available to the patrol officer on the street. In addition, IQ NearMe can leverage a hybrid of existing AVL and AIS systems, tablet/laptop-based GPS and other back office location sources into a consolidated, comprehensive real-time view.

Location information for an officer's real-time position and other nearby officers, opens the door to new proximity-based precision policing workflows and patrol awareness capabilities offered by no other vendor in this space.

As identified above, missions designed in the IQ CrimeView Dashboard environment can be published to the IQ NearMe mobile application enhancing directed patrol execution and two-

way mission-relevant communication between field personnel on the street and command staff at the station. Complete cross-platform capabilities across Windows, iOS and Android devices are under development.

TIA Requirement:

– Ability to Customize a report (filters, sorting, etc.…)
  ▪ Ability to save and share saved reports

TriTech Response: Compliant
The Inform RMS Reporting Module provides the ability to create custom agency-defined reports. Users can filter, choose and sort columns, add any field of data in RMS to a report, and also view reports in a graphical display (pie chart, line or bar graph, and print reports).

TIA Requirement:

– Dashboard report

TriTech Response: Compliant
IQ CrimeView Dashboard is centered on a user's role and assignment. Calls and crime come alive on maps, from hotspots down to tactical views with details of each incident. Identify day and time patterns that guide staffing and strategy decisions through interactive charts and data tables – see how changing selections dynamically affect what's hot and what's not on the map.

TIA Requirement:

– Customizable dashboard based upon job tasks

TriTech Response: Compliant
Inform RMS incorporates a set of workflow-driven queues to view lists of reports. Queues are also the method by which the user will navigate to records. There are two types of queues provided within Inform RMS. Those are Event Queues and Summary Queues. Event Queues list all record types based on certain statuses. Summary Queues list all completed summaries of a certain type of record. All queues are extremely configurable and can be filtered to display at a glance the information that is most important to the user. Customizable configurations can be saved by the user.

TIA Requirement:

• Reporting – Ability to generate reports which redact confidential fields

TriTech Response: Compliant
Inform RMS provides an intuitive Redaction feature that allows users the ability to redact any field of data on a report, including narratives.

TIA Requirement:

☐ Report for incomplete reports by date initiated

TriTech Response: Compliant
Inform RMS enables users to run a Reconciliation Report to view all incomplete reports.

TIA Requirement:
Security

☐ Role base access and security
  – Read only access for central records department (outside of Police department)

TriTech Response: Compliant
Inform RMS provides a Role Management Module to allow authorized users to set role based access to individual modules and features within the RMS application. Role based access includes the ability to restrict access to View, Add, Modify, Delete, and Print.

Inform CAD's multi-level integrated security system prevents unauthorized personnel from tampering with data or accessing administrative functions. Administrators can control access to the overall program (or any portion). Inform CAD provides full control of user setup, including group definitions. The security system operates in plain English, eliminating the need to memorize cryptic names when setting up new personnel.

The Module Security Manager allows each system module to regulate viewing, adding, deleting, editing, and exiting Inform CAD as allowed by user-defined security groups.

The Inform CAD Functional Security Manager extends system security by enforcing group security policies and profiles down to the functional level. These security restrictions are applied to each dispatching command.

At a high level, the rights of an individual User Functional Group (UFG) will be the "aggregate" rights of the rights defined by module and Functional Security, Controlling Dispatcher (if toggled on by the system administrator) and the Inter-Agency Security Utility.

Inform CAD provides the ability to limit access to system operations by both function and user or functionality group.

TIA Requirement:
- ☐ Ability to lock down specific file types: confidential cases (At file level)

TriTech Response: Compliant
Inform RMS also provides a Restriction feature that allows an authorized user to restrict an entire case, entire incident, sections of a report, names, vehicles, property, and narratives from unauthorized users or for sealing records.

TIA Requirement:
Workflow
- Workflow based on type of report/crime (EG… use of force)
    - Route reports for review with and without sign off
    - Route to back ups, due to absence (and document for auditing purposes)

TriTech Response: Compliant
Inform RMS Workflow Designer can create custom agency-defined approval workflows for data entry templates. The Workflow Designer also can set automatic email notifications within the approval workflow.

Approval queues can be filtered by Shift, District/Zone, etc. to allow other authorized users to approve reports in case of another supervisor's absence.

TIA Requirement:
Sharing data
- Shift change – Ability to share information/flag
    - Ability to use pass along notes
    - Flag calls for next shift
    - Alarms (fire/door)

TriTech Response: Partially Compliant

events.

IQ CrimeView Dashboard is another application that can be used to view previous history and notes to share information between shifts.

TIA Requirement:
Support
- ☐ Functional Support Contact from Tri-Tech in addition to support from IT
  – Ability to call Tri-Tech for help

TriTech Response: Compliant
TriTech provides 24x7 support for Inform CAD and Inform Mobile, and IQ Search; 8x5 support for Inform RMS, IQ CrimeView Desktop, and CDP Crimemapping.com; however, as an option 24x7 support is available for Inform RMS.

TriTech's Technical Support maintains standard office hours on weekdays from 7:30 am Central to 7:30 pm Central. After Hours support is offered nights, weekends and holidays. Technical support and inquiries may be channeled by phone by calling us at the toll-free number. All Critical and Urgent Priority issues should be submitted via telephone.

TIA Requirement:
- ☐ Capability for Client Information Technology Services staff to drive updates
  – Configure changes for agency specific requests

TriTech Response: Compliant
There are a number of avenues for customers to influence product direction:
- ☐ **TriCON**
  TriCON is TriTech's annual user training conference. We provide presentations on our future roadmap and training on our existing product versions. These presentations are provided by TriTech Product Managers, Business Analysts, Product Trainers, and Support personnel. All the input and enhancement ideas are captured and provided to the TriTech Product Managers for input into future product direction decisions.

- ☐ **Regional User Groups**
  TriTech supports over 20 Regional User Groups. The purpose of the User Groups is to bring local clients together to talk about their agency's challenges and to keep current with TriTech's current and future direction. The User Groups are run by clients in that region; in many cases, these regions are grouped by State. The User Groups meet on average twice a year for the better part of a day. The TriTech Account Executives (AE) work with the User Groups in their areas and provide TriTech resources, information, and sponsorship for refreshments and snacks. The AEs collect client input during these meetings and send it to the appropriate TriTech Product Manager for input into product direction decisions.

- ☐ **Enhancement Requests**
  Clients can directly request enhancements from the TriTech support staff. These enhancement requests are routed to Product Management (PdM) and are added to the product group's backlog. As Product Management plans the content of each release, a portion of the development resources is allocated to enhancements. The enhancement backlog is then reviewed and those enhancements that have the highest impact (i.e., benefits the most agencies, requested by more than one agency, does not have an easy workaround, etc.) are addressed first.

⬜ **Maintenance of Line (MOL)Scoring**
General maintenance items are prioritized by MOL score. The score is comprised of six elements; impact, visibility, frequency, government mandate, workaround, and customer sensitivity. All categories are scored between 1 (lowest) and 5 (highest).

Government mandates and customer sensitivity scores act as multipliers. For example, if the FBI requires the software to support a new type of records check format, the government mandate score would make a defect score higher than a non-government mandated change with the same frequency, visibility, and impact scores.
The same scoring conventions apply to customer sensitivity. The Technical Services and Project Management Organization (PMO) provide customer sensitivity scores for each customer; these scores are generated pre-go live and live.

The workaround score acts as an inverse multiplier that lowers a score based on how easily the client can work around a defect.

The MOL team comprises four members: PdM, PMO, Support, and Engineering. Each member scores a defect for visibility, frequency, and impact. Government mandates and sensitivity multipliers are applied, along with the workaround inverse multiplier; and the total score is then recorded with the defect.

⬜ **Stakeholders**
TriTech has a Stakeholder group for each Product Group. The stakeholders are current clients who are hands-on customers and work with the product every day. After each development sprint, a stakeholder meeting is held to present the new work and solicit feedback on the new functionality. There are three sprints during a release; our customers represent an integral part of the development of deliverables and share their input before the product is released. This process helps ensure that modifications are usable and contain functionality that is beneficial to agencies in real world scenarios.

⬜ **Product Focus Groups**
TriTech also has Product Focus Groups that are used from time to time to discuss major future releases and their content. These focus groups are selected by the TriTech Product Managers who look for clients with extensive experience on TriTech applications and who also have a solid understanding of the technology and public safety industry. These meetings are held when the product group is evaluating the future roadmap; they are on-demand rather than scheduled during specific timeframes.

⬜ **Customer Round Table**
TriTech recently introduced our internet Customer Round Table. This site is accessible via our customer support site, and allows customers to suggest new features, and vote/comment on their favorites.

RESPONSE TO FOLLOW-UP QUESTIONS FOR CLIENT

Submitted August 14, 2018.

This file includes information previously Submitted on June 18 and July 25.

Response to Follow-up Questions for Client

Hillsborough County Aviation Authority

AUGUST 14, 2018

Response to Additional Questions and

Contents

Figures

Response to Follow-Up Questions

TriTech Software Systems (TriTech) is pleased to respond to the follow-up questions for Client. TriTech has provided a narrative to each question to clarify TriTech's proposed solution to TIA. Sally Olson-Nelson, TriTech's Account Manager, is available to respond to any technical or clarification questions you may have, as well.

> TIA transmitted a second set of follow up questions to TriTech. The questions and answers that make up this second set have been placed in text boxes like this one. Each question and its answer immediately follows the requirement about which the question was asked.

Follow-Up Questions:

- Ability for officer to send Elvis data into CAD: Please explain the statement "If TIA retains a need to use ELVIS, Inform CAD can receive data from ELVIS." Also we would like the proposed cost of this added as optional. We plan for officers to continue using ELVIS as it imports easily into TraCS for citations, DUI citations, crash reports, trespass warnings and field interviews.

TriTech Response:
There is nothing within the Inform CAD system that prevents officers from continuing to use ELVIS, since that is a browser based connection and can be added as a button within Inform Mobile. The returns from ELVIS would continue to populate data fields within TraCS citations, crash reports, etc., as TIA currently operates. There is no actual interface required between Inform CAD/Inform Mobile and ELVIS for this type of use.

- Data Scrubbing/Standardization to drive consistency regarding data entry: The second paragraph references a common data store and paragraph four references the Recent Info Feature. How far back do each of these features (if not the same) store data? For example, if a supplement has to be completed months later, would the data still be available in either the common data store or recent info feature to import to the supplement?

TriTech Response:
The Recent Info feature stores a temporary cache of records for a maximum of 45 days. Users can filter the Recent Info data to 1 day, 5 days, and 45 days. The user has the ability to search and filter records within each Recent Info section.

- Ability to add information to case after CAD call is complete – currently data transfer is only done once: Please confirm why only partially compliant. Will updates that are made to closed CAD incidents also update the CFS record in RMS? What is meant by "When any update is made to an incident in Inform CAD"? Is all data in the CFS record available to add to the officer's report?

TriTech Response:
A CAD incident will be sent to Inform RMS with call data (such as times, names, locations, vehicles, narratives) at the TIA-defined triggers; the transfer of information can occur on several

triggers. Inform CAD users can add information to a closed CAD incident through the Incident Editor. In the event a user updates the closed incident, information is not resent to Inform RMS.

Users also can reopen a closed CAD incident. When a closed CAD incident is reopened, it is treated as any other active CAD incident and sends updated information to RMS based on the TIA-defined triggers.

The following table contains a detailed list of Inform CAD Incident fields exchanged with the Inform RMS CFS module.

Field Name	
CAD Incident Details	
Call Number	Priority
Call Received	Call Taker
Transmitted	Call Owner
Agency	Answer Position
Jurisdiction	Call Class
Commonplace Name	CAD Number
Case Number	Dispatch Zone
Address	Tract
Is Valid Address	Grid
Apartment	IRA
Floor	Latitude
City	Longitude
State	Altitude
Zip Code	Fire Zone
Reported As	Fire Grade
Situation Found	EMS Zone
Number of Injuries	Telco ID
Alarm	Quadrant
Alarm Type	First Unit Dispatched
How Received	First Unit Enroute
Call Status	First Unit Arrived
Ten Code	Cross Street
CAD Person Information	
First Name	Height
Middle Name	To Height
Last Name	Weight
DOB	To Weight
Address	Eye Color

Field Name	
Apartment	Hair Color
City	Build
State	Facial Hair
Zip Code	Glasses
Phone 1	SSN
Age	License State
To Age	License Number
Sex	Person Involvement
Race	
CAD Vehicle Information	
Vehicle Category	Color(s)
License Plate State	Vehicle Style
License Plate Number	Plate Year
Year	VIN
Make	Towed
Model	
Unit Response Information	
Responder ID	Left For Secondary Location
Responder Description	Arrived at Secondary Location
Unit	Completed
Dispatched	Dispatched By
En route	Dispatched By ID
On Scene	Unit ID
CAD Narrative / Comments	
Title	Comment Category ID
Narrative	Is Confidential
Author Name	Date and Time
Comment Type	

TIA Follow up Question 1:
In the table above, the fields exchanged between CAD and RMS are listed, and under Person Information there is no field for Ethnicity – is that correct?

TriTech Response:
Correct. Race is a field which is exchanged. Ethnicity can be added as a configurable field in Inform RMS, but it would not be imported from Inform CAD today. Adding Ethnicity as a field in Inform CAD would require a product modification.

- Ability for users to reset Passwords – integration with pass mgt: The response states "TriTech can integrate with Active Directory for password management." Is this included in the quote or would it be an additional interface? If an additional interface, please add to the quote as optional. Are all proposed products capable of this integration with Active Directory passwords?

TriTech Response:
The ability to integrate with Active Directory is a basic component of the Inform Public Safety Suite and does not require any additional interfaces. Active Directory is a configuration setting that will be reviewed with TIA by the TriTech Project Manager and Implementation Team.

- Automation of Scheduling calculations for RMS: This can be removed as it was not mandatory.

TriTech Response:
Understood.

- Ability to have required fields to ensure completeness of reports: Please confirm statement regarding Inform CAD allowing administrators to mark "certain" fields as mandatory before a call for service can be entered. Are there restrictions on this or can all fields be marked as mandatory?

TriTech Response:
Confirmed. The Inform CAD call taking screen (ECT) is configurable by TIA. Inform CAD requires that a location (which can be verified or unverified) and a problem nature or call type are entered to send a call to the pending queue. TIA can configure the layout, fields, and order of information in the ECT, and designate certain fields as mandatory before the call can be sent. TriTech will train TIA on how to configure the ECT and TriTech's Business Analysts will assist in creating best practices for TIA users.

- Ability of command staff to view draft/ in progress report: When it is stated "Inform RMS allows all users to access/view a report in draft/in-progress status", are those reports accessed in the same manner as completed reports in RMS? The concern is this may refer to accessing the reports in the "Report Administration queue" mentioned in the "Descriptions of Proposed Applications" section, which sounds similar to the FBR "Supervisor Panel", and would not be the desired functionality.

TriTech Response:
In Progress reports can be accessed by other personnel. If a report is printed, a water draft mark is displayed to identify an incomplete report. In Progress Reports can only be modified by the primary owner of the report to preserve the report's integrity.
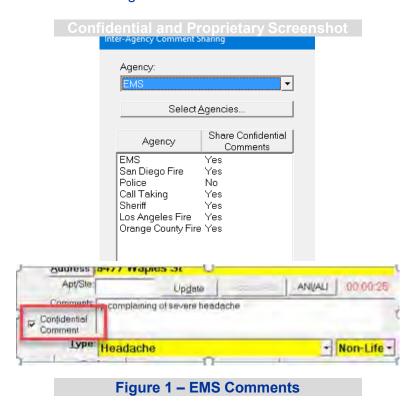
- Option to flag comments as confidential: Can specific complaint types be flagged so that comments default to being confidential for the separate jurisdictions?

TriTech Response:
No, this is not based on specific complaint types. The Inter-Agency Comment sharing tool

allows TIA to set up the relationship among agencies for default comment sharing. In the following image, we see that by default, EMS comments entered in an EMS call can be set to share or not with other agencies. In this example, it is shared with some but not all. When an EMS call for service is being entered, or when additional data is being is added, the default check box shows as confidential. Users can uncheck that box if comments should be shared among linked incidents.

Figure 1 – EMS Comments

- Parsing capabilities - import data into screens into the appropriate fields (NCIC): Which fields does the TTMS import into the people and vehicles sections in CAD?

TriTech Response:
TriTech has outlined the fields parsed for each of the message keys below:

FDQ:

      Person: DL Number, Name, Full Address, DL Class, DOB, Gender, Height, Race, Weight, DL Date Expired, DL Date Issued, Social Security Number

FRQ:

      Vehicle: License Plate Number, VIN, Make, Style, Year, Color, License Expiration Date
      Person - owner(s): DL Number, Name, Full Address, DOB, Gender

FQL:

      Vehicle: License Plate Number, VIN, Make, Style, Year, Color, License Expiration Date
      Person - owner(s): DL Number, Name, Full Address, DOB, Gender

TIA Follow up Question 2:
In the TriTech response above, the fields parsed from the TTMS return and that are imported to CAD are listed and Ethnicity is not included – is that correct?
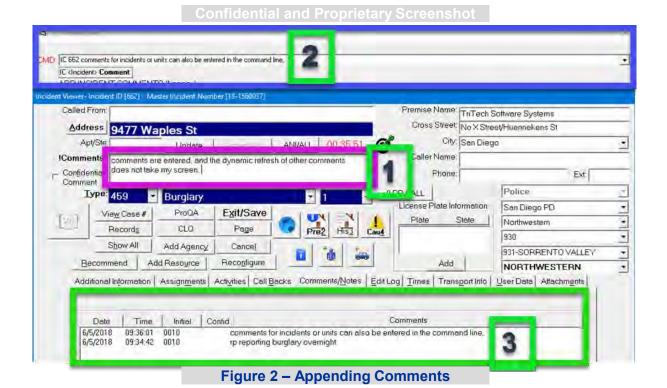
TriTech Response:
Correct. Race is tracked in Inform CAD and imported from TTMS returns. Adding the Ethnicity field to Inform CAD would require a product modification.

- Ability to append comments without being tethered to a single call: The response was not relevant to the requirement. Please provide a response to this requirement or let us know if more detail is needed to respond.

TriTech Response:
From the follow up call on May 31 with TriTech, Stacy Walsh and Damaris Torres Cordova with TIA: TriTech understands the concern for this question stems from the current system moving comments from one incident to another without causing the user to enter comments into the incorrect incident. It is not fully known what causes the incidents to open without user intervention. TriTech has addressed how the Inform CAD system handles these updates to incidents.

The Inform CAD system dynamic refresh is a transparent process to the user. When entering comments through the incident window, any refresh of new information does not move a user to a different screen. Additionally, comments can be entered for a unit or an incident through a command on the PowerLine (command line). Users also have the ability to have multiple powerlines open, and could start to enter comments for an incident, and switch to another command line to enter comments, and switch back again without losing the comments or the data. The command for the incident uses the three-digit incident ID, which is displayed in the queues and the incident screen, so a user has full control and confidence of where the comments are being entered.

Figure 2 – Appending Comments

In this screen shot, there is a command line at the top outlined in blue. The lower portion of the screen is the configurable incident viewer screen. To illustrate the dynamic refresh without taking the screen away, comments are added into the comment field of the incident viewer, but the comments have not been executed or saved. This is labeled 1. In area 2, comments have been entered for the same incident using the command line. The command has been executed, but used the buffer of the command line to show the recent commands. In area 3, the comments which came in from the command line are added to the comments of the incident. Back in area 1, the comments are still available, and have not been put into a new incident or removed.

- A central repository for a form:
  - Paragraph two refers to Inform CAD Incident Editor. How far back can the user search in this repository?

TriTech Response:
The Incident Editor allows users to search archive or production data. This means that the user can search as far back as data is archived. Archived data is stored separately from production data so historical or large searches do not affect live operations.

TIA Follow up Question 3:
In the TriTech response above, it is stated the Incident Editor allows users to search archive or production data. Is it easy for a user to switch between searching the archive versus searching production data?

TriTech Response:
Yes. It is a drop-down field. System administrators will set the threshold limits for which database (production versus archive) will be searched. In the example below, the ability to search an alternative database has been enabled, and the System Data Warehouse (DW) has been specified as well as the limit for the time period that the data on the Live System can be searched.
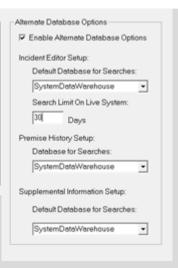

Figure A. Options for Setting Alternative Database to Search

Once this is enabled, the users are presented with a drop down in Incident Editor to determine which they are searching as seen here:

Figure B. Setting Time and Database Parameters for Searching

      o   Paragraph three refers to adding information to the closed CFS. Does this modify any dates related to the incident?

TriTech Response:
No, adding information to a closed CFS keeps all historical data and times intact and adds new date and time stamps as further information is entered.

TIA Follow up Question 4:
In the TriTech response above, it is stated that adding information to a closed CFS keeps all historical dates and times intact. But what about re-opening to add data to ensure the updated data is sent to RMS. Which dates would be affected?

TriTech Response:
No original dates are affected in either product. Both Inform CAD and Inform RMS retain all the original data from the CFS, the dates and times are not changed. In the event that a CFS is reopened in Inform CAD and information is added then the CFS is closed, the update to the CFS data is sent to Inform RMS as new information with a date time stamp. All previous times and dates are retained, and new information is just added to the original CFS information. The date and time of the original incident in Inform CAD or CFS data in Inform RMS is not altered. In other words, think of a call for service which is ongoing. Each time information is added such as a status change, comments, etc. a date and time stamp for the new information is added to the audit trail or historical record of the incident but adding information doesn't affect the actual date and time of the incident, it just continues to track information. This is the same concept when reopening a CFS and sending it to Inform RMS.

- Real time inventory for equipment management: This was an Exception, but are there any plans to develop an equipment management module in the future? If so, could we be added to the focus group or stakeholder group for this feature?

TriTech Response:
TriTech has partnered with Collective Data, an asset management software application, to meet the requirements needed for fleet maintenance and trainings.

- Share locations of other officers: The response states Inform CAD and Inform Mobile displays real time AVL information. Will this also show the officers' location from their smartphones?

TriTech Response:
Yes, Field Ops (TriTech's Mobility Solution) will display the locations of other units on the map based on AVL.

> **TIA Follow up Question 5:**
> In the TriTech response above, it is stated that Field Ops will display the locations of other units on the map based on "AVL" which is Automated Vehicle Location. We want to clarify that the officers on foot in the terminal will have their location displayed on all maps in CAD, Mobile and Field Ops? In other words, does their location information from their Smartphones display on these maps for other users to see?
>
> **TriTech Response:**
> Yes. The locations of officers on foot in the terminal will be displayed on all maps in Inform CAD, Inform Mobile, and Field Ops.

- Ability for officers to research via ELVIS on the mobile device: This response was an Alternative Method was suggested, but it refers to using the TTMS.
  - Please confirm if the desired functionality of using ELVIS to import to CAD will be possible and quoted as an optional interface as previously mentioned.

TriTech Response:
Officers will have the ability to conduct CJIS queries from their mobile devices using TTMS (TriTech Message Switch) that connects to FDLE, NCIC and Nlets. As noted, the system will still allow officers to access and utilize ELVIS as they have been doing.

  - Please confirm if this would also be available on the smartphone application.

TriTech Response:
The ability to run CJIS queries from smartphones and tablets will be available in Q4 2018. This capability is included with the quoted software and will be provided to TIA as soon as it is available.
See Attachment 3 to Q&A: Attachment 3 - FieldOps Feature Roadmap.jpg

  - Please confirm if the TTMS is used instead of ELVIS, is this also be available from the smartphone application?

TriTech Response:
The ability to run CJIS queries from smartphones and tablets will be available in Q4 2018. This capability is included with the quoted software and will be provided to TIA as soon as it is available.

- Traffic and Criminal Software (TraCS) Integration: Please confirm if the TraCS interface will also accommodate Trespass Warnings and Field Interviews as we are currently entering these in TraCS.

TriTech Response:
The interface with TraCS will allow for all the reports currently created in TraCS to be imported into Inform RMS.

Electronic License and Vehicle Information System (ELVIS) integration: Response was stated as Alternative Method here, but in the TriTech response to the requirement "Ability

for officer to send Elvis data into CAD", it was stated that Inform CAD can receive data from ELVIS. Officers will still use ELVIS to run subjects for TraCS data entry. Please provide the cost for integration so that when officers in field run persons and vehicles through ELVIS, the returned data is parsed and added to CAD.

TriTech Response:
TriTech has provided pricing for an optional connection between Inform CAD and ELVIS for the purpose of associating ELVIS returns into Inform CAD Calls for Service records. Based on our current understanding of the information obtained from FSU, the return information will be posted as a comment and will not be parsed into separate fields within Inform CAD. Should TIA require a more involved handling of the received data from ELVIS, TriTech can discuss those requirements with TIA and FSU and determine the level of effort and associated costs for that enhanced interface.

TriTech recommends as a best practice and to ensure complete documentation of officer queries that TIA use the Inform interface with TraCS. This will allow officers to directly populate all the TraCS reports as they do currently, with the query information already attached to Inform CAD as this is a standard function of the system.

TIA Follow up Question 6:
In the TriTech response above, can you clarify the statement regarding how the Inform Interface with TraCS will allow the officers to populate the TraCS reports with the query data attached to CAD? Does that mean if dispatchers or officers run queries in the TTMS the data can be imported to TraCS reports?

TriTech Response:
TriTech has a fully developed interface between the Inform State Message Switch (TTMS) and TraCS. This provides the ability for TraCS users in a mobile to transfer incident data from a call for service as well as person and vehicle information obtained via TTMS into TraCS. The data transfer into TraCS is available for TTMS queries run by Dispatch as well as Officers using Inform Mobile.

- ELVIS integration: Regarding the Alternative Method of using the TTMS, please explain the functionality provided by the TTMS including the data returned by the TTMS.

TriTech Response:
TTMS is the TriTech Message Switch and is the connection between Inform software and FDLE, NCIC and Nlets. The queries that are available include Vehicle, Person, Driver History, Article and Gun.

Data returns will include the same information currently received in ELVIS, based on responses from FDLE, NCIC, etc.

- Integration with P8 or central records gets read only access: Please confirm that attachments to the report will be included with the export.

TriTech Response:
Attachments from reports can be sent to P8 with the report data.

- Access to older data: Please confirm that all historical records from RMS and CAD will be converted. The line item on the quote for Inform CAD Data Conversion Services states that only 1 year of historical data from a single source will be converted.

TriTech Response:
TriTech's standard Inform CAD data conversion supports one year of historical data; however, for this project we are willing to include 18 months of historical data conversion. All caution notes must be attached to premises.

IQ Search Query, IQ CrimeView Dashboard and Access to Legacy Data
IQ Search provides agencies with the ability to aggregate data from multiple systems into one public safety-centric database. Data can be obtained from other systems regardless of vendor or database type.

The historical data import is a process by which TriTech extracts applicable data from TriTech applications and imports that data into IQ Search. The data is then available for search, reporting, analytics and dashboard design functionality subject to subscriptions purchased.

TIA Follow up Question 7:
In the TriTech response above under the "IQ SEARCH QUERY…" section, access to legacy data is described. Does this mean that all historical CAD data from our current system would be available in IQ Search, or is it just the 18 months that will be converted?

TriTech Response:
18 months of CAD data will be available in IQ for searching. All RMS data from the Vision RMS database will be converted to Inform RMS and will be available in IQ for searching.

- Access to older data (legacy systems): The response did not reference the TraCS historical data. Is the conversion included with the TraCS interface? If this is an additional cost, please provide this as an option item on the quote.

TriTech Response:
The TraCS historical data for the prior 15 months can be included in the data conversion. Conversion for this separate TraCS data will be aligned with the RMS data conversion and include conversion of the same data elements and mapping options. Please refer to the information below for RMS data conversion modules and elements. Pricing is included in the current price proposal.

RMS Data Conversion
TriTech understands the critical nature of TIA's legacy RMS data and will work closely with their subject matter experts to ensure a successful data conversion. TriTech proposes a legacy RMS data conversion into Inform RMS from one data source.

TriTech uses SQL templates to ensure the data converted into Inform RMS conforms to the appropriate data quality standards and maintains its referential integrity. The template includes the most widely used fields and provides the greatest value for Inform RMS users.

This process involves extracting data from the source system based on the appropriate SQL data template, and then importing the results into Inform RMS. Since data is extracted into an SQL template and the source system data remains intact, the original source data is always available if any issues occur during conversion or there is any need to fall back to the original source data. The availability of the source data also allows TIA to perform count comparisons and other measures of the source data against the converted data to ensure completeness.

The following table addresses the data types that are included with the TIA's conversion. If TIA requires conversion of other data types, TriTech welcomes the opportunity to discuss expanding the data types. Please note that additional costs may apply.

Entity	RMS Conversion
Master Person Indices (MPI)	Master Persons associated to imported entities listed below
Master Vehicle Indices (MVI)	Master Vehicles associated to imported entities listed below
Master Property Indices (MPI)	Master Property associated to imported entities listed below
Master Location Indices (MLI)	Master Locations associated to imported entities listed below
Arrest	Arrest
Incidents	Incidents
Warrants	Warrants
Evidence	Evidences

Assumptions:
- TIA will extract the legacy data into TriTech's template and provide at least one initial extract of RMS data for TriTech testing purposes, plus one final extract.
- TIA will complete the mapping of data between the legacy system and the proposed Inform RMS.
- During the data conversion process, TriTech will convert legacy data into Inform RMS.
- Prior to go-live, TIA will provide TriTech a final backup of legacy data. Any data entered or modified in the legacy system after this point will require manual data entry and modification in Inform RMS post data conversion.
- Each Inform RMS module will be converted only once; multiple go live dates are not supported.
- Inform RMS will be unavailable during the data conversion.
- No images, objects, or attachments will be converted.
- All TriTech application code tables must be populated prior to the final data conversion; this effort is not included as part of the data conversion.
- All code tables which are not configured prior to an intermediate data conversion delivery may not be visible in Inform RMS.
- Master Indices will not be converted directly as they will be built through the import of the other entities. TriTech standard Master Resolution rules will apply.
- TIA will perform any necessary data scrubbing of their source data and code tables prior to delivery to TriTech. TriTech assumes all data delivered is legitimate to use in the data conversion.
- If TIA desires any modification to their original data to include it in an Inform RMS record, they will fully document the transformation process used. All transformations so

supplied must be able to be implemented via scripts vs. "human-interpretive" processes. These include, but are not limited to, names and addresses.

- TIA must provide a Subject Matter Expert (SME) and make them available for consulting throughout the project. Adequate client response and data sample feedback are critical to the success of the data conversion. Client failure to satisfy this requirement may result in project delays and/or unsatisfactory results.
- Once TriTech has installed the initial TriTech RMS database and data entry software at the Agency, TIA will take appropriate steps to acquaint themselves with the modules included in the data conversion.
- TriTech will provide an Operational Scenario Document (OSD) prior to executing the data conversions.
- Existing TriTech products or database fields will not be modified as part of the data conversion.
- TIA will establish a dedicated server (VM or physical) with a fully configured copy of the Inform RMS pre-production environment for data conversion activities, including but not limited to, the final data conversion.
- TriTech will provide TIA with a detailed data conversion schedule that contains critical milestones that must be met by both TIA and TriTech.
- The conversion supports a single data source. If needed (or additional sources are required), TriTech can review and scope accordingly.
- TIA will support any component and/or integration testing required to facilitate the timely delivery of the conversion.
- TriTech's Cost Proposal does not include any products, services, or other fees that might be assessed by the legacy system or any other third-party for performing the data conversion as described.

TIA Follow up Question 8:
In the TriTech response above, the RMS data conversion is described, but it does not mention how far back the conversion will cover. Will all RMS historical data be converted?

TriTech Response:
Yes, all RMS historical data in the VisionRMS database will be converted into Inform RMS.

- Advanced reporting – Statistical reporting: The TriTech response describes the IQ CrimeView Dashboards - can this be accessed from the iPhone?

TriTech Response:
The IQ CrimeView Dashboards currently requires Silverlight and is limited to a PC. TriTech anticipates this to be html and widely accessible in the next year.

- Workflow – Route to back ups, due to absence (and document for auditing purposes): The response addresses approval queues, but is there a way to re-route an officer's report if it hasn't been submitted?

TriTech Response:
Users with permission rights can assist in re-routing of reports.

- Capability for Client Information Technology Services staff to drive updates:
  - The TriTech response describes Regional User Groups - is there a regional group for Florida?

TriTech Response:
No. The Florida Users have discussed organizing a Florida Users Group but have never really pursued it. TriTech would be happy to provide support to a Florida Users Group if one would be organized.

  - Enhancement Requests - the response states these can be requested from the TriTech support staff. Please confirm that these requests go directly to Product Management and are not just posted to the existing "Customer Round Table".

TriTech Response:
Enhancement Requests should go through your Customer Success Liaison and the Account Manager.

The Account Manager is an important resource to the Client throughout the life of their system. The Account Manager will be the primary contact and liaison for non-technical support issues, system changes and billing questions. They provide support for general customer service requests, manage requests for new software and services, and provide assistance with planning technology upgrades post System Go Live.

Having the Account Manager participate as a key Project member provides an enhanced level of continuity for the Client as you continue your relationship with TriTech.

The Customer Success Liaison (CSL) works directly with the Account Manager in supporting the customers in their region. Enhancement Requests can start with either the CSL or the Account Manager, and they will work directly with Product Management in regard to these requests.

- TriTech's Mobility Solution is described in the Descriptions of Proposed Applications section of TriTech's response - Please confirm if the licensing/subscription is "per-device", "per-user" or "concurrent users".

TriTech Response:

Exhibit
4-Hillsborough Co A

Field Ops (TriTech's Mobility Solution) licensing is on a per-user basis.

- The Descriptions of Proposed Applications section describes "Inform RMS with Field Reporting". Paragraph five under the Inform RMS heading refers to officers being able to create "… reports that leverage the code table values and transfer data directly into Inform RMS." Please confirm the officers in the field are using the same Inform RMS with all of the same functions available as when used in the office.

TriTech Response:
Inform RMS leverages Field Based Reporting within one browser application. Users will access the same application containing features for field based reporting and RMS functionality.

Other Requests Related to the Requirements:

- Please add 2 CAD licenses and any other licenses associated with CAD for a total of 13 CAD positions.

TriTech Response:
Understood and included in current price proposal.

- Please increase training to cover 81 officers.

TriTech Response:
Understood and included in current price proposal.

- Please provide the cost for 24x7 RMS support (year 1 and year 2) as optional items.

TriTech Response:
Understood and included in current price proposal.

- Please provide hourly rate for after-hours support (such as system recovery after normal supported hours).

TriTech Response:
Understood and quoted optionally for 16 hours of after-hours support.

- Please confirm that utilizing the multi-agency and multi-jurisdiction functions discussed in the proposal do not require additional licensing for any of the products quoted.
    - If additional licensing is not required, please also confirm if any limit exists to the number of agencies/jurisdictions that can be utilized.

TriTech Response:
Utilizing the multi-agency and multi-jurisdiction functions discussed in the proposal and as discussed specifically with Client should not require additional licensing for any of the products quoted. Additional licensing could be required if the Client wanted to expand Inform CAD Workstation licenses and/ or Inform Mobile licenses, or those additional agencies wanted additional interfaces.

    - If additional licensing is required, please provide the associated costs.

TriTech Response:
If additional licensing is required, the client should contact your Customer Success Liaison and/or the Account Manager. It's difficult to state associated costs for additional licensing at this time but your Customer Success Liaison can provide quotes for any additional licensing that a customer requires.

- We are requesting a specific remote demonstration of the separate numbering capabilities of Inform CAD.
    - Need to see separate numbering for Police, Maintenance and Janitorial types of calls.
    - Need to see ability for dispatchers to filter their view to see other jurisdictions/departments' calls if needed.
    - Need to see ability to share comments with other jurisdiction dispatchers or mark them confidential.

TriTech Response:
Understood. Sally Olson-Nelson is working with the Product Specialists to get this scheduled, and this may be completed by the date of this document.

- We are requesting a specific remote demonstration of the property and evidence module in RMS.
    - Need to see all capabilities of the module.
    - Need to see how it handles separately numbering evidence versus lost and found property (separate jurisdictions).
    - Need to see the "Inform RMS Other Event Module" referred to in TriTech's response to the requirement, Separate Numbering system lost and found, and how it could be used to create the separate numbering system for lost and found property.
    - We would also like to see what the integration with "The Beast" would look like in Inform RMS.

TriTech Response:
Understood. Sally Olson-Nelson is working with the Product Specialists to get this scheduled as well, and this may be completed by the date of this document.

TriTech can provide a Functional Design Description of the proposed "Beast" Interface, but we do not have Beast software in our demonstration environment so we would be unable to demonstrate this integration.

Inform CAD
The core software application within our suite of products is Inform CAD, a multi-agency, multi-jurisdictional application that is highly configurable, allowing police, fire, and EMS departments to configure the system to meet the specific business needs and workflow of their operations. Inform CAD leverages Microsoft SQL Server to create a comprehensive data management platform that meets the high demands of Inform CAD transaction processing and data management.

Inform CAD is GIS-centric, using native Esri data to ensure fast, accurate, visual unit routing and incident response time. The dispatch map display shows the current position of each AVL-equipped unit, hazards, premise locations and other layers. Unit position is updated and allows dispatch staff to quickly generate turn-by-turn routing instructions. The Inform CAD GIS system is a powerful search engine using extensive address search routines that have been field tested in communities with some of the most complicated addressing schemes in the world.

Inform CAD Browser
Inform CAD Browser provides remote users with a secure administrative or operational view of TIA's organization. This software has been designed to work in tandem with Inform CAD on a

Microsoft Windows platform using a Web browser such as Internet Explorer, Chrome, or Firefox. Using Inform CAD Browser, users can query data through a local or wide area network (LAN/WAN) as well as through wireless connection, dedicated circuit or over the intranet/internet, receiving near real-time access to active and pending incidents, unit status, rostering, and messaging.

Inform Mobile

Inform Mobile extends the power of information to vehicle laptop computers through sophisticated, integrated mapping components and wireless communications. Officers can run NCIC and RMS queries, check email, or message other units, all while monitoring incident and unit updates from their vehicle. This equips officers with the information they need while in the field.

Inform Mobile architecture is based on .NET/XML technology to provide a highly maintainable configuration, as well as open and extensible integration to multiple disparate systems. The secure, wireless solution operates on a variety of wireless platforms, and provides secure Federal Information Processing Standard (FIPS) 140-2 compliant access to mission-critical information in the field. Fire and police field units can make on-scene decisions that enhance personal safety and improve operational efficiency through secure, real-time access to CAD, RMS, and other public and proprietary databases.

TriTech's Mobility Solution

The TriTech's Mobility Solution mobile app extends the use of the Inform Mobile solution to smart phones and tablets in the field. Designed for iOS and Android devices, TriTech's Mobility Solution provides users the benefit of extreme mobility and constant access to Inform CAD to send and receive information. The TriTech's Mobility Solution app allows users to view critical incident-related information, update their status, send messages, and perform other critical functions.

Inform RMS

Inform RMS is a multi-jurisdictional, functionally rich solution that seamlessly integrates records management, property and evidence management, accident report management, investigative case management, crime and trend analysis, statistical reporting, and other key functions, including UCR or NIBRS reporting to the State. Inform RMS allows users to quickly locate information related to subjects or criminal activity through an intuitive and user-friendly interface; quickly capture and view subject and crime scene images, and produce line-ups with minimal effort. Inform RMS provides an additional layer of protection by notifying users of warnings or alerts associated with individuals, and warnings for outstanding warrants, civil papers, and stolen property.

Inform RMS includes a flexible web-enabled field reporting solution that allows officers to enter reports while in the field or in the station, using ordinary laptop computers increasing community policing efforts. After going through an approval process, reports entered through the web browser user interface are uploaded directly to the Inform RMS server. The system provides the basic reports required by an Officer in the field: Incident, Accident, Arrest, Citation, Custody, and Field Interview. Many other required forms can be accommodated using our Attachment feature. These forms can be completed by the officer in the field, attached to the relevant Incident, Accident, or Arrest report and submitted for review along with the main report. Once the report is approved, these attachments will be linked to the case in Inform RMS.

IQ Search

IQ Search provides browser-based access by authorized users to information across all applications. The master indices provide a consolidated view of information on locations,

persons, organizations, vehicles and other entities. Administrative applications included within the Inform Public Safety Suite organize personnel, training, asset, fleet, and other agency data across the enterprise. The IQ Search license includes the ability to search the national CDP database.

IQ CrimeView Dashboard

The IQ CrimeView Dashboard is an advanced software solution that transforms mountains of data into actionable intelligence to better guide decisions. The system integrates with Inform RMS to develop strategic maps, charts, and reports (IQ Advanced Reporting Module) to support COMPSTAT, briefings, and missions. With the IQ CrimeView Dashboard, command staff, managers, and officers can view criminal actions, analyze trends by crime type, location, and time, and deploy resources at the right place and time to improve community safety.

IQ Advanced Reporting Module (ARM)

The IQ Advanced Reporting Module (ARM) provides summary charts and graphs to the command process that empower quick assessment of performance indicators, exceptions, and trends while retaining the ability to interact with any underlying factors, and issue reports or extract data on the fly. IQ CrimeView Dashboard and the IQ ARM together bring precision to mission execution through a command process that puts the right teams in the right place, at the right time, focused on the right issues, informed by the right information, and empowered to achieve the right outcomes.

IQ NearMe

IQ NearMe is a proactive, policing mobile application that delivers dynamic proximity-based crime correlation services to patrol officers on the street to optimize patrol-based strategies. The IQ NearMe app uses the device's GPS signal to present an officer-centered, interactive map that displays incident activity, persons of interest, and other relevant data within the specified proximity of the officer's current location.

Community Data Platform

TriTech's Community Data Platform (CDP) is a hosted platform that enables participating agencies to build safer communities by sharing data across public safety agencies and citizens. TriTech customers make up the largest public safety customer data network in the nation which will allow TIA to use that data. Agencies that participate in the Community Data Platform by sharing agency data, receive 10 free licenses to search statewide information as well as a citizen-facing crime map that makes crime data available to the public.

CDP Search

CDP Search gives TIA the power to search a statewide public safety centric database with a Google-like browser. Built-in search algorithms are designed specifically for public safety, helping TIA's personnel find people, places, words, phrases, values, alias spellings, word expansion, nicknames, and synonyms. Access to this database benefits your entire agency. TIA can empower investigators to quickly identify behaviors and relationships and enhance the dispatch center staff's ability to provide real-time support during complex and critical events with new levels of information. CDP Search extends the role of intelligence analysts by giving them tools to uncover patterns and organizations that would otherwise be hidden within their own agency or region.

CDP CrimeMapping.com

CDP Crimemapping.com is a tool to enhance community engagement and provide transparency for the public by delivering a citizen-facing crime map that makes crime data available to the public. The goal is to assist police departments in reducing crime through a better-informed citizenry. Creating more self-reliance among community members is a great benefit to community oriented policing efforts everywhere and has been proven effective in

combating crime.

Interfaces

TriTech's successful experience with more than 4,000 integration initiatives across the public safety spectrum is evident in virtually every TriTech project and includes:

- Innumerable local, regional, and statewide criminal justice exchanges, including National Data Exchange (N-DEx), Legal Information Exchange (LInX) and many others
- More than 50 operational CAD-to-CAD interfaces
- Standardized interfaces to dozens of third-party hardware and software systems
- An exhaustive library of configurable data publishers and data consumers

In addition to the comprehensive suite of applications proposed, TriTech's solution for TIA includes interfaces to, and integration with, several ancillary technologies. Extending our system to operate with the other systems in which TIA has invested is one the many strengths of the TriTech solution. The inherent interoperability of the TriTech solution will provide TIA with increased efficiencies and streamlined data flow.

TriTech's proposal includes optional pricing for interfaces to all the mandatory systems identified in the high-level requirements document that require an interface. TriTech has already created interfaces to several of the identified systems.

Technology

The TriTech solution includes the ability to operate with proven hardware and commercial software technologies from industry icons such as Microsoft, VMware, HP, Intel, EMC, and Cisco.

The proposed TriTech solution is highly configurable and provides optimal reliability, exceptional performance, and maximum value. Our solution is designed to provide the most innovative applications that run on the most current server technology environment. TriTech applications are engineered to operate on any conventional or virtualized computer platform compliant with the Intel 64-bit architectures executing compatible editions and versions of Microsoft Windows operating system software and Microsoft SQL Server relational database management system software using the IP protocol suite.

Services and Support

TriTech provides our clients with all the services required to implement and maintain their public safety software. Our project implementation methodology has proven to be successful in hundreds of public safety deployments and follows the Project Management Institute's (PMI's) guidelines for project management to deliver a high quality, cost-effective process that ensures successful implementation of the systems. Our training approach maximizes the use of hands-on training and students receive detailed instructions on a field-by-field, screen-by-screen basis.

TriTech provides software support services from our National Support Center where our knowledgeable, cross-trained staff can handle peak periods and serve as a backup to product line support teams that ensure day-in and day-out uninterrupted support. Updates and version upgrades for TIA-licensed TriTech software applications are provided as part of the annual software support and continuous upgrade fees.

TriTech's Customer Service Center website provides our clients with a comprehensive knowledge base, up-to-the-minute status on all service requests, and all TriTech software documentation, including user guides, white papers, and notices designed to enhance productivity with the Inform Public Safety Suite.

Descriptions of Proposed Applications

INFORM PUBLIC SAFETY SUITE

The Inform Public Safety Suite integrates the workflow and aggregates the information across agencies, departments, and staff regardless of where users interact with the system. The Inform Public Safety Suite integration extends from the 9-1-1 call through dispatch, response, reporting, arrest, incarceration, and data analysis. With an emphasis on an intuitive user experience that minimizes data re-entry and maximizes relevant informational awareness, the Inform Public Safety Suite provides the following key integration points across users, in the center, out to the field, and at the station:

- A common public safety database for searching and automatic notifications based on a user's request.
- The flow of Inform CAD Call for Service information to the mobile responder, the field reporting officer, records clerks, and investigators.
- The sharing of user credentials in common environments like the vehicle. Inform Mobile and Inform RMS allow the user to respond and report without having to re-enter credentials and user information.
- A common, Esri GIS source that feeds Inform CAD, Inform Mobile, TriTech's Mobility Solution, and Inform RMS users for location validation and map displays built for the task at hand.
- Access to a set of common Master Indices that include person, vehicle, location and property that can be searched by dispatchers, responders, investigators, and analysts.
- The re-use of incident, person, location, vehicle and property information that a user has entered in any part of the system without having to re-enter. This expands to allowing the re-use of data entered by other system users.
  - Arrest Report information for Booking an inmate
  - Secondary officer uses Person or Vehicle information queried by Primary officer in report
  - Officer uses location and incident information from Inform CAD to complete report
- A single data warehouse with powerful ad-hoc reporting and dashboard based analytics.

Depending on the type of interaction, TriTech uses two primary mechanisms or protocols to communicate between modules across the Inform Public Safety Suite.

For bi-directional data exchange, web services are leveraged to accomplish this integration. For example, this is how CAD incident data is made available to Inform RMS and Inform RMS field reporting users in the Call for Service (CFS) module. Rules for communication between these two modules are defined as are the data elements exchanged. A CAD incident can create a CFS record in Inform RMS whether or not a case report will be generated from the CFS module. This allows all CAD CFS to be made available to Inform RMS and Inform RMS field reporting users.

The rules defined for the creation and update of the CFS record from Inform CAD include the following triggers:

- When an incident is created in Inform CAD
- When a unit is assigned to an incident in Inform CAD
- When a case number is assigned to an incident in Inform CAD
- When any update is made to an incident in Inform CAD
- When an incident in inform CAD is closed

The data exchanged between the Inform CAD incident and the Inform RMS CFS record can be categorized as follows:
- CAD incident details
- Person information
- Vehicle information
- Narrative or comments
- Unit response information

TECHNOLOGY

TriTech's computing platform is designed to provide optimum performance by using the advantages of virtualized platforms to provide maximum availability, unsurpassed scalability, and centralized administration. This approach also allows customers to lower both hardware costs and ongoing environmental costs with lower power and cooling needs. TriTech has specifically selected premium components that will serve TIA for many years. Please refer to the System Diagram on the following page.

The TriTech solution includes the ability to operate with proven hardware and commercial software technologies from industry icons such as Microsoft, VMware, HP, Intel, EMC, and Cisco.

TriTech has deployed our applications on virtualized systems using the VMware vSphere platform for more than five years. The beneficial characteristics of the VMware vSphere platform are many and include:
- Exceptional performance, reliability, and scalability
- Small footprint
- Robust infrastructure and application services
- Expansive resource management and allocation options
- Availability of vMotion, vStorage, vNetwork and other virtualization extensions
- Simple deployment, administration and operation capabilities

The High Availability (HA) features of VMware's vSphere can be used to operate the Inform Public Safety Suite and other related business applications and silently manage the operation of all systems and resources to provide the availability required of mission-critical information systems such as those used by TIA.

The proposed TriTech solution is highly configurable and provides optimal reliability, exceptional performance, and maximum value. Our solution is designed to provide the most innovative applications that run on the most current server technology environment. TriTech applications are engineered to operate on any conventional or virtualized computer platform compliant with the Intel 64-bit architectures executing compatible editions and versions of Microsoft Windows operating system software and Microsoft SQL Server relational database management system software using the IP protocol suite.

Figure 1. System Diagram

INFORM CAD

Inform CAD is a feature-rich, CAD solution for single or multi-agency operation. It bridges the communication gap between dispatch and the field, and ensures the continual availability of data for immediate sharing of incident information, patient data, and criminal records. It provides a real-time link between agencies, with flexibility and user-friendly features that enable each agency to configure the system to meet their needs, yet jointly respond to events while retaining their individual requirements.

TriTech has provided a list of Inform CAD's standard and optional features below.

Inform CAD Standard Features

Standard Feature	Description
System Information Windows	
Main Window	The Inform CAD Main Window consists of numerous functions that can be arranged in a variety of ways to ensure fast, effective dispatch. Users can access the different modules and a count of pending messages using the mouse.
Advisor	Inform CAD Advisor functions as the CAD operator's information assistant by examining relevant operational events and providing an organized visual and optional audible display for those events. The System Administrator can configure Inform CAD Advisor to notify the user about important system events and offers a default action the user can choose to execute. The System Administrator can also configure the default actions based upon the agency's operational requirements.
Incident Status Queue	The Inform CAD Incident Queue displays all open incidents. Users with the appropriate rights can configure different tabs to segment the incidents displayed in that tab. By selecting the desired columns, users can view different pieces of information related to the call for service, rearrange and resize the columns, then filter and/or sort by a displayed column to view the desired segment of incidents. System Administrators can configure the colors displayed based upon the priority of the incident.
Unit Status Queue	The Inform CAD Unit Queue displays all units built into Inform CAD. Users with the appropriate rights can configure different tabs to segment the units displayed in that tab. By selecting the desired columns, users can view different pieces of information related to the unit, rearrange and resize the columns, then filter and/or sort by a displayed column to view the desired segment of units. System Administrators can configure the colors displayed based upon the status of the unit.
Recall Window	The Recall Window allows users to display an incident summary in a separate, resizable window without launching the Incident Viewer or Incident Editor. Users can display multiple Recall Windows providing the quickest means to instant access of specific system stored information.

Standard Feature	Description
Command Line Control	Inform CAD provides a powerful command line tool. The command line is an interactive GUI dialog box that provides for syntax driven command line entry. The command line provides a smart–sense syntax guide to facilitate learning of new commands and guide the user through required parameters of entry. Upon entry of a PowerLine command, the command description is presented to the user in the client's chosen plain-English text, providing further guidance and easing the learning curve for new users.
Call Taking and Dispatching Windows and Functions	Inform CAD streamlines call taking and dispatching by providing fast, versatile tools for emergency and non-emergency calls. These two functions provide increased flexibility in the way both types of calls are handled by putting critical call location, resource allocation and demand information at the user's fingertips.
Emergency Call Taking	The Inform CAD Emergency Call Taking window is highly configurable and provides address verification that is optimized by city and county selection and rapid selection of a problem type.
Scheduled Call Taking	The Inform CAD Scheduled Call-Taking Module allows agencies to create calls for service in advance. These calls appear in the Pending Incident Queue at an administratively defined threshold relative to the time that the incident was scheduled for dispatch.
Geo-Locator Screen	The Geo-Locator screen works with the street information built into Inform CAD. Every time location/address information is entered into an address field and the user tabs out of that field, the system activates the Street Finder utility.
Notifications and Pre-Alerts	Groups of individuals and units can be paged automatically based on the problem type or location of the incident, and other granular triggers such as alarm level, priority, location type (e.g., Elementary School), and more.
Location Information	Caution notes, Hazmat information, location notes and automatic map grid coordinates are associated to the verified address. In addition, caution notes can also be associated with a geographic area or phone number to ensure relevant information is presented to Inform CAD and Inform Mobile users.
Closest Premise Type to Incident	The system displays a configurable number of closest premises to the incident location based upon premise type and incident type. Results contain the premise name, address, and estimated drive time from the incident location. Results are displayed to the Inform CAD and Inform Mobile user.
Confidential Comments	Users can mark new and pre-existing comments as confidential which prevents the comment from being shared with other agencies.
Comment Numbering	The System Administrator can configure the system to successively number comments as the comments are entered into an incident.

Standard Feature	Description
Dispatch Rules Setup Utility	The Dispatch Rules Utility allows the agency to create, save, edit, and delete advanced dispatch rules. Dispatch rules allow the following recommendation algorithm modifications: • Activate an In Quarters delay time; • Designate alternating unit recommendations for like units in the same station; • Create rules to set weighting factors for ETAs by primary resource type. • Designate higher priority response rules. • Designate unit swap notification parameter rules Dispatch rules are agency-specific with interagency security controlling access to the utility.
Facility Divert Module	The Inform CAD Facility Divert alerts the user when a receiving location (e.g., hospital, trauma center, jail, detoxification facility or juvenile detention center) is temporarily unable to accept new sick, injured or in custody personnel. This feature works with the Depart Scene screen and warns the user when an attempt to change a unit's status to en route to a destination with an active facility status warning.
Proactive Unit Swap Recommendations	Inform CAD constantly monitors all units to evaluate if a unit which becomes available from an incident assignment will arrive to a call faster than the currently assigned unit. Inform CAD Unit swap will make the user aware that another unit will arrive faster and give them the opportunity to exchange the unit assignment.
Unit Recommendations	The Inform CAD Response Recommendation system can make unit recommendations based on a fixed station order, closest unit by direct distance or by estimated travel time using AVL data and the optional Inform CAD Quickest Path Dispatch (QPD) recommendation module.
Quickest Path Unit Recommendation	Provides for quickest path unit recommendations and routing instructions for Inform CAD and Inform Mobile. This layer of data calculates travel time based on road networks using operations research modeling technology. Inform CAD uses this information to identify the closest applicable unit available based upon projected travel times.
Dispatch Levels	Dispatch levels are used to initiate upgraded (or downgraded) emergency response plans during periods of heightened (or reduced) threats, such as brush fire season or disaster situations (e.g., earthquakes, terrorist acts). This enables the System Administrator to create multiple dispatch levels within each response plan. Dispatch levels can be scheduled (e.g., during school hours) or changed as needed by an authorized dispatcher.
Resources	Each vehicle or apparatus is assigned a primary resource type and can be assigned one or more secondary resource types. Inform CAD considers all the resource types associated to a vehicle when recommended units for response to an incident.

Standard Feature	Description
Capabilities	Each assigned vehicle or apparatus can be assigned either permanent or temporary capabilities. Temporary capabilities are associated with the vehicle until that vehicle is taken off duty. Inform CAD recommends a single vehicle to meet multiple capabilities to ensure all resources are met in a response plan.
People as Capabilities	The system administrator can assign special capabilities or skills to individual crew members or officers. When the crew members or officers are assigned to a unit, that unit will then assume those capabilities.
Capability Type/Substitution Builder	The Capability Type/Substitution Builder is a resource management tool that allows alternative capabilities to be created.
Resource Group Manager	The Resource Group Manager is used to combine several resources into a single "super" resource. For example, if there is a strike team composed of five engines and one strike team leader, a client system administrator could set up one group containing all of these resources and call it Strike Team 1.
Greater Alarm	At any time, the user can activate special alert conditions which result in differing levels of preparedness in anticipation of an unusual or critical situation by increasing the alarm level of an active call.
Response Reconfigure	The Response Reconfigure feature allows users to re-evaluate the resources originally assigned to a call whenever the response changes after one or more vehicles have been assigned. CAD will then recommend any additional resources that are needed or any resources that should be cancelled.
Unit Tracking	Inform CAD enables the user to track and deploy Public Safety resources with maximum efficiency. Each unit is monitored at every status.
Primary and Back-Up Unit Tracking	Inform CAD provides an option to identify Primary Units on each incident. The first unit dispatched/assigned to the call will be designated as the Primary Unit by default.
Conditional Availability	Statuses are labeled in accordance with the organization's standard terminology. Unit status can be changed without leaving the dispatch screen, allowing the user to remain focused on the system at all times.
Conditional Availability and Out of Service Manager	This utility allows users to define Out-of-Service and Conditional Availability reasons, define warning thresholds, and set default priorities for which the unit is recommendable.
Estimated Time of Arrival (ETA) Alerts	The System Administrator can configure agency-specific ETA alert thresholds to alert dispatchers when a unit is late arriving at the scene on an incident within the time frame allocated by their routed ETA. The ETA alerts are displayed in Advisor. Sound Manager is used to configure the sounds associated with ETA alerts. Additionally, Column Setup provides the ability to configure a column to display the ETA countdown timer in the Unit Status and Assigned Unit queues.

Standard Feature	Description
Geo-Fencing and Alerts	Geo-fencing enables the user to create virtual boundaries to be displayed anywhere on the CAD Geo map. The Geographic Area Builder provides the ability for users to create ad hoc geographic areas and mark them as geo-fenced. Users can modify, delete, enable or disable geo-fences as required. When a location aware device enters or exits a geo-fenced area, or when an incident is created in a geo-fenced area, Inform CAD generates an alert. The alerts are recorded in the Activity Log and displayed in Advisor, if configured.
Exception Tracking	Inform CAD Response Exception Reporting tracks a unit's response times and displays exceptions. Users can add an Exception reason at the time a unit makes a status change, at the close of the call or when the user logs off. The Exception Reporting form allows users to search for exceptions by date, optionally show all exceptions including those that have already been answered, and edit a previously recorded reason.
In Station Delay Penalty	Delay penalties can be set for one or more stations within an Agency. The designated penalty, a time value, affects the ETA calculation of each unit "In Quarters" at the applicable stations. Penalties can be applied to certain times of day. For example, many stations require a delay only at night. Currently, two time delays can be configured per station.
Alternating Unit Order in Same Station	Alternating unit recommendations can be set up at one or more stations within an Agency. "Like" units (same resource type or same capability) that are in an In Quarters or Local Area status for the same station and have identical ETAs are eligible for the rule. Similar to a "first in, first out" scenario, the unit that is determined to not have participated in the most recent incident will be recommended.
Variation of Travel Time by Resource Type	The ETA calculation of a unit can be altered based on its primary resource type. Resource types can be assigned a travel time weight in the form of a percentage. During the unit recommendation process, the system will multiply the ETAs of applicable units by the travel time factor. For example, a resource type that is estimated to respond 10% slower than other types of units can be assigned a travel time weight of 110%.
Records Check	The CAD Records Check functionality provides the user with a quick method to initiate record checks of people, property, and vehicles from databases within Inform CAD, Inform RMS, and the optional additional connection(s) from external sources.
Communications	TriTech provides a robust messaging system which provides a powerful set of tools for communication within the Inform CAD, Inform Mobile, and Inform CAD Browser environments.

Descriptions of Proposed Applications

Standard Feature	Description
Inform Messaging	Users have both a Login mailbox and a current workstation mailbox which messages are routed to. Sector controllers and those with appropriate rights for records check queries have additional mailboxes. Standard messaging functionality includes: • File attachments (size and file type limitations set administratively) • Scheduled Delivery • Hyperlink insertion • Spell check • Priority settings • Sensitivity settings • Preview functionality • Saving messages to folders • Attaching messages to incidents • Forward and reply functions • Intellisense functionality in the To and CC text boxes • Message auditing (administrative) Inform CAD provides a powerful administrative tool suite for managing mail configurations and for message auditing.
Quick Mailroom	The Quick Mailroom is an extension of the Inform CAD Mailroom feature and allows the user faster access to important messages.
Paging and Dialing Setup Utility	Administrators can use the Paging & Dialing Setup utility to create automatic jurisdictionally based client defined paging messages. Service provider configuration properties are also managed in this utility.
Response Group Paging	When an Automatic Response Group Paging Setup is configured, a page is sent to the assigned paging group(s) when an emergency call meets matching criteria. These criteria include: • Jurisdiction • Division • Battalion • Response Area • Incident Type • Nature/Problem • Alarm Level • Premise Location Type • Premise • Geographic Area • Disposition

Standard Feature	Description
Message Audit Utility	All messages are logged and stored in the system audit files. Users allowed to perform audits of all messages within each agency are defined in the system. Authorized users can search messages by date/time, sender, receiver, mailbox and keyword. The Message Audit utility allows users to view the contents of each message as well as the time the message was sent and opened.
Messaging Setup Utility	This utility provides system administrators the ability to control Inform CAD Messaging mailboxes.
CAD Be-On-the-Lookout (BOLO)	The Inform CAD BOLO module provides the user with a form that can be used to quickly yet systematically enter enforcement information regarding people, vehicles and locations.
System Tools	Inform CAD provides a complete toolbox of utilities that enables the system administrator to tailor the system to meet specific requirements and to streamline operations. The Inform CAD modular- and function-level security system allows the flexibility necessary for the system administrator to also provide these tools to appropriate personnel.
Modify System Information Utility	The Modify System Information Utility is one of the main tools for setting up Inform CAD and setting the operational rules for each Inform CAD agency.
Pop-up List Manager	Pop-up List Manager allows for the entry of list information that will appear in all the drop-down menus such as cancellation reasons, problem types, personnel certification types, incident types, late response reasons, radio channels, and unit types.
Column Setup	Each agency can use the Column Setup utility to add and delete columns and change the column titles, data elements, widths, and order of appearance of the Inform CAD windows.
Cardfile Utility	This utility stores frequently used phone and pager numbers allowing users to respond more quickly to the situation presented. The Cardfile Utility can be searched via the command line for quick access to recorded information by keyword.
Location Type Utility	The Location Type Utility allows for the categorization of premise location types.
Caution Note and Permit Manager	The Inform CAD Caution Note and Permits Manager allows the management of warnings and hazards and permits on phone numbers, addresses, premises, streets, block ranges and geographic areas. When one of these items is used in call creation the Caution Note or Premise is triggered. These can also vary by agency in a multi-agency environment. The Caution Note and Permits Manager is capable of linking files for retrieval to Caution Note and Permit records, providing additional information access to Inform CAD and Inform Mobile users.
PowerLine/Function Key Setup Utility	This utility allows administrators to configure the codes and linked CAD actions used in the Inform CAD command line (PowerLine).

Standard Feature	Description
Problem (Incident Subtype) Utility	Use the Problem (Incident Subtype) Utility to build and maintain a list of problem/nature types that appear in the Emergency and Scheduled Call Taking windows.
Priority Builder	The Priority Builder is used to build a list of priorities for various Nature/Problems. The type of response required for each priority can be described and the severity level associated with the incident can be selected.
Response Plan Manager	The Response Plan Manager supports planned management of calls, resources, capabilities, and resource groups. These utilities allow for the creation of response plans that pre-designate the number and type of resources or capabilities to assign to an incident type.
Emergency Call Setup	The Emergency Call Setup tool allows the client system administrator to determine which fields appear in the Emergency Call Taking window and define the order in which users tab from field to field.
Scheduled Call Screen Configuration	Both the Patient Information and Scheduled Call Taking screens can be configured, creating customized labels and assigning mandatory fields
Pre- Assignment Utility	This Utility allows authorized users to pre-assign units to scheduled calls for service up to seven days in advance.
Pre-Scheduled Call Threshold Utility	Use the Pre-Scheduled Call Threshold Utility to set daily and hourly limits for the number of scheduled calls that can be assigned to a division. Client System Administrators can set an unlimited number of calls or an hourly limit.
Shorthand Comment Builder	Use the Shorthand Comment Builder to create a list of abbreviations for commonly used terms and phrases.
Custom Data Field and Custom Time Stamp Builder	The Custom Data Field and Custom Time Stamp Builder tools allow the system administrator to create user-definable fields for the capture and storage of data from the CAD Call Taking Screen.
Timers and Warnings Setup Utility	The Timers and Warnings Setup Utility configures timers, warnings, facility warning colors and timestamps throughout the CAD system. Timers can be set for vehicles in four categories: Flight Timers, Custom Timers, User Timers, and Response Time Timers.
User Timer	Users can activate a timer for a unit for the default time period or for a user-defined time period.
Response Time Timer	The Response Time Timer allows users to specify, for each priority, the amount of time before the required response time that the timer will expire and trigger a warning.
Sound Manager	Use the Sound Manager to create and assign sounds for the warnings set up in the system. The Sound Manager works with the sound card installed in the workstation hardware. Client System Administrators can also use the Sound Manager to record and save customized sounds through a microphone or audio device.

Standard Feature	Description
Personnel Manager	The Personnel Manager is an employee database that allows for the entry and modification of personnel information.
Vehicle Manager	This utility allows for the creation of units, documentation of unit information and capabilities, and maintenance of unit information.
Rostering	Inform CAD supports scheduled and "on-the-fly" rostering of units. Rostering allows for the creation, maintenance, and management of crew shifts.
Auto-Rostering	Auto-rostering provides the following capabilities: • Create and assign pre-planned shifts to units and personnel • Track scheduled roster events • Receive user notifications for service failure, shutdown, or errors that occur while processing shifts eligible for automatic rostering.
Roster Setup Utility	The Roster Setup Utility is where shift options and defaults are set for each Inform CAD system agency.
Unit Cross Staff Utility	This Utility manages cross staffing rules on a unit by unit basis. Some stations have the same personnel assigned to multiple units.
System Status Management (SSM) Manager	The Inform CAD SSM Manager allows for the creation of move up plans (System Status Management Plans) to manage unit locations by time of day, day of week and unit type.
Rotation Provider Utility	Inform CAD provides the ability to track services provided by outside providers and to rotate calls among them. There are two methods of creating a rotation service request, by using the PowerLine or by using the Inform CAD user interface. The Rotation Provider module of Inform CAD includes the following features: • Provider cancelation reasons • Enhanced rotation provider information • Rotation response numbers • Activation or suspension of a rotation provider • Default rotation order with or without a service area. With the use of Service Areas, the Rotation Provider feature can present users with a recommendation of a Rotation Provider for an incident, based on a preconfigured rotation and geographic location. • Pager messaging for requests or cancelation • Rotation Providers can specify which Service Area (zone) they provide service to. For each area, Rotation Providers should specify which types of categories they can support in a given area. For example, for Service Area A, a provider can support light tow and motorcycle, but in Service Area B, a provider can support light tow, flat bed, and impound. The options are agency configurable.

Standard Feature	Description
Rotation Setup Utility	The Rotation Setup Utility provides for management of rotation order by category of rotation.
CAD Media Attachments Module	The Inform CAD Media Attachments module provides the ability to link files to incidents, caution notes and premise records maintaining all links in a documents database. Users can add received documents to incident, premise and caution note records that are readily available upon the recognition of the premise location, caution note or historical incident record.
Custom Timer	Custom Timers are activated automatically based on Status, primary Resource Type, and Problem/Nature. Any user can reset timers based on the same time measurement.
Security Tools	The Inform CAD multi-level integrated security system prevents unauthorized personnel from tampering with data or accessing administrative functions. Administrators may control access to the overall program (or any portion). Inform CAD provides full control of user setup, including group definitions.
Account Lockout	Account Lockout enables authorized personnel with the ability to configure the system to automatically lockout users who enter an incorrect password after a predefined number of times.
Windows Integrated Security Module	An optional Windows Integrated Security Module allows for a single logon for Inform CAD and the Windows OS.
Lightweight Directory Access Protocol (LDAP)	Inform CAD supports LDAP. When LDAP security is enabled, unsuccessful login attempts are applied to the Active Directory account.
Module Security Manager	The Module Security Manager allows each system module to regulate viewing, adding, deleting, editing, and exiting CAD as allowed by user-defined security groups, providing both group and function-level security.
Functional Security Manger	The Functional Security Manager extends system security by enforcing group security policies and profiles down to the functional level. These security restrictions are applied to each dispatching command.
Password/Security Assignment Manager	The Password/Security Assignment Manager sets up password formats, expiration dates, account lockout and security levels for the system. It can also change security levels and reset passwords.
Permission Security Manager	Inform CAD provides both modular- and function-Level security. This utility provides administrators with the ability to easily open or restrict permissions by user functionality group down to view, add, delete and modify rights as well as mandate to the command level what actions a functionality group member can and cannot commit in Inform CAD.

Standard Feature	Description
Multi-Agency Configurations	As a result of the Inform CAD multi-agency functionality, each agency can have a unique set of code files, response areas, response plans, units, etc., which results in an integrated CAD system on the same physical server box while sharing a common messaging system and a single database.
Agency Builder	Agency Builder allows each agency to build their individual agency hierarchy by defining their agency type, jurisdictions, divisions and battalions.
Number Setup Utility	The Number Setup Utility is highly configurable and allows each agency to configure unique incident and case numbers by agency and at the jurisdictional level.
Configurable User Screens by Agency	Inform CAD allows the system administrator to select the information to be displayed in queue columns from a variety of standard CAD data fields as well as the layout of the emergency call taking screen.
Multi-Agency Problem Utility	The Multi-Agency feature allows users to take a call in one agency and then add other agencies to the response. Using the Multi-Agency Problem Utility Administrators can set up cross-references of the problems in one agency to the problems in other agencies, jurisdictions, or response areas, resulting in an automatically spawned call for another agency to respond. Comments can then be shared across the calls to ensure efficient transfer of information
Controlling Dispatcher Utility	In general terms, a Controlling Dispatcher has responsibility for one or more defined geographical areas or "sectors" within the service area as a whole. Incidents occurring within these sectors and the units assigned to those incidents are under the control of the Controlling Dispatcher. Certain defined abilities are granted to a Controlling Dispatcher, which cover all incidents and units under that dispatcher's control.
Inter-Agency Security Module	The Inter-Agency Security module is used within a multi-agency system and allows the system administrator to limit which users and user groups have permission to view each agency's CAD information.
Inter-Agency Comment Sharing	The Inter-Agency Comment Sharing module determines which agency comments can be viewed by other agencies on multi-agency calls.
GIS-Based Tools	Inform CAD GIS-based utilities allow the system administrator to modify certain settings that affect geographic-based data or functions.
Geo-Extensibility	Through the use of extensions, ArcGIS Engine and ArcObjects API, developers can add toolbars and other supported enhancements to Inform CAD Geo. Additional features can be added using TriTech's optional Inform CAD API.
Extended Street Attributes	The configuration utility enables authorized users to configure extended street attributes.

Standard Feature	Description
Intersection Maintenance Utility	The Intersection Maintenance Utility allows users to view, modify, delete and duplicate existing intersections in the streets database by creating one or more aliases for the intersection. This allows call-takers to select the alias that meets the needs of each call.
Geographic Area Builder	The Geographic Area Builder enables users to set up and define a mapped area for a geographic region. This lets dispatchers identify the agencies responsible for specific areas, and provides for specialty polygons for Caution Note and Page triggers. Additionally, the Geographic Area Builder provides the ability for users to create ad hoc geographic areas and mark them as geo-fenced.
Hydrant Manager	The Hydrant Manager is used to enter and store details about fire hydrants. Users can set up and define hydrant locations that appear in a list and on the Map window. Once hydrants have been added in the hydrant Manager, users can view the hydrants on the Inform CAD Geo map by selecting Hydrant Layer for display. The CAD Geo Map Hydrant Layer will automatically update the symbols for hydrants when location and status (In-Service/Out-of-Service) changes are made to a hydrant record in this utility.
Intersection Maintenance Utility	The Intersection Maintenance Utility allows users to view, modify, delete and duplicate existing intersections in the streets database by creating one or more aliases for the intersection. This allows call takers to select the alias that meets the needs of each call.
Premise Utility	The Premise Utility allows for the creation and maintenance of pre-built common locations, including additional information such as personnel, alarm information, comments, and targeted response plans. Inform CAD Premise records and Caution Notes can also provide access to file attachments.
Response Area Builder	The Response Area Builder allows for the creation of geographic response subdivisions that can be in the form of districts, beats or first due areas. This utility includes graphical mapping tools to simplify the process of modifying response area boundaries. Modification to response area boundaries require no system downtime to enact.
Station/Post Manager	This utility allows for the creation of stations and posts and the documentation of basic station/post information including equipment inventory, staffing information and radio and pager information.
Street Alias Utility	The Street Alias Utility allows for the creation of alias names for streets or street segments, providing users the ability to attain address validation on numerous aliases in the process of call taking.

Standard Feature	Description
Road Network Management Utility	The Road Network Management Utility allows users to create impedances on the street network and on specific street segments by setting the speed limit to a value greater than or equal to zero. Impedance changes can take effect instantly, affecting the live routing recommendations in CAD or they can be scheduled. Users can also set a recurring pattern, including time of day and day of week. Other features include the ability to specify a reminder of expiration via Messaging.
GIS Playback	The GIS Playback utility provides the ability to view a vehicle's travel history on a map window during a specific period. GIS Playback will replay any incident record or time period stored in the system. Users can also use GIS Playback to display incident locations, common locations and station/posts on the map window. It can be used with, or without, an Automatic Vehicle Location (AVL) interface.
Snapshot Module	Inform CAD provides a Snapshot Report of the global system condition at the time a CAD incident was dispatched for historical re-creation of incident timeframes. The Snapshot report includes the status, location, and conditions on all units at the time of dispatch and provides a comparison between what the system recommended for dispatch and what the operator actually committed to the incident.
Geofile Cross Reference (Point in Polygon) Module	Allows the system administrator to provide a polygon shape file covering all or part of the streets feature data set. The Lookup will determine the applicable polygon for a verified incident address, returning up to two field values per specific agency. The system will then enter the associated data into a designated data field. Each Polygon is agency-specific.
CAD Geo Map	The Inform CAD Geo map display allows the user to view system activity geographically. Units are represented by color-coded icons corresponding to each unit's status.
Reverse Geo-Validation Tool	When the Reverse Geo Tool is activated and the user has an Emergency call taking screen open, the user can click a point on the map to reverse geocode the latitude and longitude to a street address or directly to the latitude/longitude if too far from a street. This information populates the address field in the Emergency call-taking screen.
CAD Information Tool	Mouse-click to access information about any of the CAD layers.
Street Information Tool	The Street Information Tool displays information about a street such as block range, street name, or response area.
Route Tool	The Route Tool provides driving directions between two points and graphically displays the route on the map.
Radius Zoom Tool	This tool will zoom the map according to the distance radius entry in the Locator, the Set Focus Filter, or the default radius zoom entered in the Explorer Setup Utility.

Standard Feature	Description
Distance Calculator	The Distance Calculator measures distances on the map in statute miles, nautical miles, or kilometers. Users can calculate the total distance of a trip or various legs. The calculator figures direction coordinates, distance, and displays the magnetic heading.
Area Calculator Tool	Inform CAD Geo enables users to draw polygons onto the map display and calculate the area.
Locator Tool	The Locator Tool opens the Locator window in which users can select a specific Unit, Incident, Premise, Address, or Station/Post.
User Markers	User Markers are optional graphics representing something other than the standard graphic markers. The user can then place a marker on the map as a visual reminder of a situation or information related to a street or area. User marker icons can be edited by the system administrator.
Polygon-Search and Save	Users can generate a list of data points located within a polygon. Users have the option to select which polygon layer to search for in multiple layers exist or users can select one or more map layers within which to perform the polygon search. Results can be exported into an XML file for further processing.
Multiple Mapping Windows	The Inform CAD map can be configured to display one or many maps, and can be configured to meet the individual needs of users.
Creating a Call from the Map	The Inform CAD reverse geo-coding feature allows users to pinpoint a call location on the map. When a location is selected, Inform CAD updates the map coordinates and/or call address in the Emergency Call Taking screen.
Dispatching with CAD Maps	Users can dispatch directly from the integrated maps. This functionality includes incident and unit management actions.
Dynamic Shapefile Display	Inform CAD can receive and process any ESRI ArcGIS compliant externally generated shape files or layers. Using this functionality Inform CAD will automatically distribute and display the shape files or layers on the Inform CAD workstation Geo maps.
GIS-Based Tools	Inform CAD GIS-based utilities allow the system administrator to modify certain settings that affect geographic-based data or functions.
GISLink Utility	The GISLink Utility, TriTech's GIS migration tool, allows clients to reference third-party GIS data sets and migrate the GIS data to and from Inform CAD. GIS data is maintained outside of Inform CAD using third-party GIS software such as ArcGIS. The GISLink Utility is then used to update Inform CAD with GIS-centric changes such as street attributes, response areas, and geographic areas. The GISLink Utility creates a "differences" shape that can be used to view changes made to Inform CAD. In addition, the GISLink Utility produces a log file detailing actions and potential errors encountered during the GISLink import process.

Standard Feature	Description
System Analysis and Reporting Tools	Inform CAD provides unique, interactive system management and reporting tools that provide dispatch center managers with a complete account of system activities, resource and personnel performance.
Inform CAD Standard Reports	Inform CAD includes more than 30 standard reports that allow management to better visualize and use statistical information and recommend changes in resource deployment. Inform CAD reports are user-configurable and can be printed in either tabular or graphical form.
Incident Editor	The Incident Editor allows for the viewing and editing of Inform CAD incident information. The Incident editor provides the ability to conduct simple or complex searches of Inform CAD historical data, and can be directed to production servers or reporting servers.
Viewing System Logs	All transaction activities are logged to a system transaction file, which includes date, time, unit, activity type, location, comments, dispatcher, and computer activity.
Ad hoc and Complex Reporting Access	Ad hoc reporting is readily available through the Inform CAD relational database management system (RDBMS) which is built upon Microsoft SQL Server and makes full use of SQL Server's compliant open database connectivity (ODBC).

Inform CAD Optional Utilities

Option	Description
Call Taking and Dispatching Utilities	Inform CAD streamlines call taking and dispatching by providing fast, versatile tools for emergency and non-emergency calls. These two functions provide increased flexibility in the way both types of calls are handled by putting critical call location, resource allocation and demand information at the user's fingertips.
Triage Integration in Call Processing	For operations that act as medical dispatch or call triage centers, the Emergency Call Taking activities can be supported by the Inform CAD Protocol module. In addition, the Emergency Call Taking module can be integrated with the following third-party emergency medical dispatch and triage systems: Priority Dispatch's ProQA™, APCO MEDS™, or PowerPhone™.
ProQA Response Level Assignment Manager	The ProQA Response Level Assignment Manager (RLA) to link ProQA determinants to Inform CAD on a per-agency basis. ProQA codes and linked directly to a nature/problem and priority in Inform CAD.
Deccan Integration and Commit Module License - LiveMUM	Provides integration between CAD and the LiveMUM product from Deccan. The interface allows user to commit recommended move-ups in CAD using the Commit feature in LiveMUM. LiveMUM must be purchased separately.

Option	Description
Standard Pictometry Integration Module License	Inform CAD offers an optional interface for integration to Pictometry. The Pictometry integration provides the ability for users to automatically send location information to the Pictometry application for call taking and dispatching.
Auto Dispatch Module	The Auto Dispatch Module is a server-side component automatically dispatches selected call types without user intervention. Configurable by agency and incident type. Requires Quickest Path Module License.
Records Check	The CAD Records Check functionality provides the user with a quick method for initiating record checks of people, property and vehicles from databases within Inform CAD and Inform RMS, with the optional TriTech Message Switch, from external sources.
CAD Command Line Records Check	Inform CAD contains a variety of command line functions for law enforcement operations. Using an optional additional connection(s) from external sources, the inquiry can include external justice databases such as local police RMS, County, State, or Federal justice databases.
CAD Records Check Window	The CAD Records Check window provides users performing a query with an alternative method to the Powerline. When inquiry results are returned, the system will route the results to the user that made the request.
CAD System Tools	Inform CAD provides a complete toolbox of utilities that enables the system administrator to tailor the system to meet specific requirements and to streamline operations. The Inform CAD modular- and function-level security system allows the flexibility necessary for the system administrator to also provide these tools to appropriate personnel.
Protocol Utility	The Protocol utility is made up of three components: the Protocol Utility, the Protocol Form, and the Protocol Summary Form. Use the Protocol Utility to build a set of questions and answers, or Q&A trees, call takers can use to walk a caller through an emergency or crisis.
SOP Setup Utility	The Standard Operating Procedures (SOP) Utility provides the ability to manually invoke an index of SOP documents and provide visual indications and links to call takers and dispatchers based on Agency, Jurisdiction and Division identification as well as Problem Nature triggers. The SOP Utility can be configured to either automatically display the sop, or merely alert the dispatcher / call taker that a SOP exists.
Flight Timer	Flight Timers are automatically triggered based on the Resource Type and Vehicle Status.
Development Tools	
Inform CAD API License	The Inform CAD Application Programming Interface (API) lets programmers create applications that seamlessly integrate with CAD.

Inform CAD Pre-Defined Reports

Inform CAD contains both a collection of pre-defined reports that allow quick and easy reporting on a variety of information as well as the ability to define and report on data for an organization's specific needs. These reports are available from within the Inform CAD application. The Inform CAD pre-defined reports are listed within the "Inform CAD Pre-Defined Reports Summary."

Inform CAD Incident Viewer

Inform CAD keeps track of all open and closed incidents. The Incident Editor can access either the production CAD database or the Archive Server database. Use the Incident Editor to review all details of an incident, including incident activity and unit response information in the live database. The Incident Editor is available from within the Inform CAD application.

Incidents may be queried using a variety of criteria and then viewed and printed as an Incident Detail Report.

Inform CAD Archive Server

TriTech recommends pairing the Inform CAD Archive Server with the Inform CAD production server. The Archive Server is a separate SQL server, serving as a Data Warehouse, which receives near real-time replication of data from the Inform CAD production server SQL instance. This approach is recommended to eliminate the risk of running reporting, dashboards, or other queries against the Inform CAD production database that would adversely affect the performance of the Inform CAD production server. TriTech publishes a Data Dictionary on our customer support site that can assist clients when building their own reports with SSRS or other tools.

SQL Server Reporting Services

Agency reporting needs are diverse and cannot be met with a single set of standard reports. TriTech recommends Microsoft's SQL Server Reporting Services® (SSRS) for building and generating the unique set of reports needed by each agency. SSRS is part of Microsoft SQL Server services and for no additional cost, allows users to quickly and easily build and generate reports using Report Builder and other tools. SSRS also includes the ability to include a wide variety of charts and maps within reports.

Other reporting tools used by clients for building their own reports range from Microsoft Access and Crystal Reports to more sophisticated third-party software such as IBM Cognos. While SSRS is included with SQL Server at no additional cost, other third-party tools are available at an additional cost. TriTech does not directly offer or supply third-party reporting tools.

Inform CAD Reports

Inform CAD reports are user-configurable and can be printed in either tabular or graphical form. The data values that the standard reports can be filtered on include (but are not limited to) date (day, week, month or months), time, agency, jurisdiction, division, incident type, priority type, unit/radio ID, personnel ID, and response area.

Inform CAD provides the following standard reports:

Alarm Site Report	BOLO Briefing Report
CAD Log of Calls Report	Call Source Analysis Report
Caller Type Report	Calls by Grid Report
Call Volume by Service Level Report	Canceled Incident Report
Incident Report	Inter-Agency Comment Report

Inter-Agency Security Report	Out of Service Report
Command Line/Function Key Configuration Report	Prescheduled Call Report
Response Incident Listing	Roster Hours Worked Report
Rotation Provider Report	Rotation Request Report
Transportation Volume Report	Unverified Address Report
Vehicle Response Report	Snapshot Report
Problem Cross Reference Report	Reconciliation Report

Inform CAD Time-Based Reports

TriTech has designed the Time-Based reports to provide a method to measure and evaluate call taking, dispatching and response performance within agencies.

Activation Report	At Scene Time Report
Call Duration Report	Call-Taker Performance Report
Dispatcher Performance Report	Late (Exceptions) Responses Report
Out-of-Chute Report	Response Compliance Report
Turn-Around Time Report	

Inform CAD Browser

Inform CAD Browser provides remote users with a secure administrative or operational view of your organization. This software has been designed to work in tandem with Inform CAD on a Microsoft Windows platform using a web browser such as Internet Explorer.

Using Inform CAD Browser, users can query data through a local or wide area network (LAN/WAN) as well as through wireless connection, dedicated circuit or over the intranet/internet, receiving near real-time access to active and pending incidents, unit status, rostering, and messaging. The application is easy-to-use and performs powerful query and reporting capabilities for investigations.

- Provides real-time secure administrative or operational view of CAD data
- Highly secure access from any remote location, including headquarters, fire stations, EOC, City Hall, remote dispatch centers, in the field to mobile systems, and other locations
- Easy to use with configurable search and reporting capabilities
- Facilitates communication to dispatchers or field personnel via pagers
- Locates units, personnel, and other resources (can be restricted for officer safety)
- Searches historical unit and incident activity
- Controls access level by agency and user groups
- Provides messaging capabilities from field to dispatch, and to Mobile units (when equipped with Inform Mobile or other compatible mobile data system)
- Provides access to the Inform CAD paging system
- Roster personnel on and off duty
- BOLO - Create and view "Be On the Lookout" entries in Inform CAD
- Manage internal and external web links by agency types
- High performance statistical reports help pinpoint response time and deployment problems
- Bulletin boards with administrative review capabilities (optional)
- Remote Call Taking capabilities (optional)

Inform CAD Browser supplies a set of predefined web-based CAD reports that can be generated remotely. Each report provides filter selection criteria, filter exclusion criteria, allows for suppression of zeros and drill down capabilities from the graph or grid. These reports include:

Caller Type Summary	Problem Type
Incident Type Summary	Method of Call Summary
Cancel Reason	Delay Reason Summary
Time of Day Call Volume Summary	Day of Week Call Volume Summary

INFORM MOBILE

Inform Mobile extends the power of information to vehicle laptop computers through sophisticated, integrated mapping components and wireless communications. Inform Mobile provides:

- Seamless CAD integration for voiceless dispatch
- Integrated mapping with in-vehicle navigation and GPS
- Extensive messaging with photo transfer capability
- Solid network connections for secure wireless updates
- Integrated query forms for CAD and local RMS records check
- Real-time incident updates
- Initial dispatch and automatic field-level incident updates
- Active and pending incident queues
- Unit status queue
- Integrated messaging
  - Inform CAD-to-Inform Mobile
  - Inform Mobile-to-Inform CAD
  - Inform Mobile-to-Inform Mobile
  - Inform Mobile-to-Inform CAD Browser
- Field-initiated incident creation and ability to self-assign to an incident
- On view, and incidents
  - Automatic records check (traffic stop)
  - Look up active or prior incidents
  - Research unit activity
  - Access to premise history, hazmat, and caution notes

The Inform Mobile architecture is based on .NET/XML technology to provide a highly maintainable customer specified configuration, as well as open and extensible integration to multiple dispersant systems. The secure, wireless solution operates on a variety of wireless platforms, and provides secure FIPS 140-2 compliant access to mission-critical information in the field. Field units have the ability to make mission critical decisions that enhance personal safety and improve operational efficiency through secure, real-time access to CAD, RMS, and other public and proprietary databases.

Inform Mobile Features

Feature	Description
Integrated CAD Functionality for Global System View	Inform Mobile seamlessly extends CAD information to MDC laptop devices. Multiple views allow users to quickly identify the current status of units and calls in Inform CAD via a visual map or queue form. Users can drill down on the map, unit, or incident to display more detailed information.
Real-time Access to Information for Quick Decision Making	Field users can view other pending and assigned incidents as well as their corresponding status, premise information, prior history, caller information, map, and status timestamps. Users can update their status and enter comments on an incident to easily communicate details to dispatch and other units.
Flexible Configuration Options Provide Agency-Defined Personalization	Using the Inform Mobile Configuration Utility, an agency's system administrator (and other authorized users) can configure the user interface for added ease-of-use. The Configuration Utility, which requires no in-depth coding knowledge, allows the system administrator to customize buttons, colors, texts, actions, forms, and other screens to personalize and improve the user's experience.
Responsive and Intuitive Mapping Features	Inform Mobile uses the Esri standard in mapping engines to provide a rich, intuitive, and customer-specified experience. Maps for Inform CAD and Inform Mobile are created in ArcMap and are easily deployed to the Inform Mobile clients. This facilitates data sync with the dispatch center and allows agencies to provide the exact information field units require.
Configurable Queries	Provides fast access to information in a reportable format. Options include: • Search incident • Search incident personnel • Search unit history • Search incident summary log • Allied agencies for an incident • Query units by jurisdiction or division • Personnel search • Reverse phone search • Radius search • Search station by jurisdiction • Search premise information • Unit status search
Additional Functionality Sent Directly to Inform CAD	Perform actions directly to Inform CAD: • Add comment to activity log, opened, or closed incidents • Update unit position • Request primary unit • Set incident disposition • Update incident address • Request case number for open or closed incidents • Send page • Clear other units from the incident • Change problem nature

TRITECH'S MOBILITY SOLUTION

The ubiquity of smart phones and tablets has drastically changed the way we work and communicate. As more personnel begin to use smart phones and tablets in the field, TriTech recently introduced TriTech's Mobility Solution to extend the use of our Inform Mobile solution to everyone, everywhere. Designed for iOS and Android devices, TriTech's Mobility Solution provides users the benefit of extreme mobility and constant access to Inform CAD to send and receive information. TriTech's Mobility Solution allows users to view critical incident-related information, update their status, send messages, and perform other critical functions. With FIPS 140-2-compliant encryption, TriTech's Mobility Solution users can securely send and receive records, check queries to reduce dispatcher workload, and reduce radio traffic. This easy-to-use application is an essential tool for users who perform their jobs outside of the emergency vehicle.

TriTech's Mobility Solution Features

Feature	Description
Integrated CAD functionality for global system view	As a companion to Inform Mobile, TriTech's Mobility Solution seamlessly extends information from Inform CAD to personal devices. TriTech's Mobility Solution displays the Inform CAD Status view and the current status of units and calls via a map visual or queue form. Users can drill down on the map, unit, or incident to receive more detailed information.
Real-time access to information for quick decision making	TriTech's Mobility Solution Incident screen displays pertinent location call data and information on the nature of the problem. Users can view the other pending and assigned incidents and their corresponding status, premise information, prior history, caller information, map, and status time stamps. More important, users can update statuses and enter comments to easily communicate incident details to dispatch and other units.
Out-of-the-box detailed maps improve situational awareness	Administrators can choose to use their Inform CAD/Inform Mobile map packages or the integrated online maps. The online maps showcase a high level of detail including addressed parcels, common place names, and in some areas, highly digitized walkways and interior GIS features. TriTech's Mobility Solution online map is not limited to your agency's map data and users can quickly and easily view detailed maps of areas outside of their jurisdiction.
Flexible configuration options support agency personalization	Through a simple web browser, the agency's system administrator and other authorized users can configure the user interface for added ease-of-use. The user's interface preferences are available system-wide rather than tied to a specific device.
View prior incident information	TriTech's Mobility Solution provides notifications and information on the incident history of the dispatched address.
Voice-activated comment entry	TriTech's Mobility Solution allows users to enter comments into the incident via keyboard or use the voice dictation feature native to iOS or Droid.

Feature	Description
Get alerted of a call even when device is in your pocket	TriTech's Mobility Solution uses the native iOS or Droid notification settings, so even if the device is locked and out of sight, TriTech's Mobility Solution can still provide optional sounds and banner alerts on the home screen.
Real-time incident updates	See updates about the incident or assigned unit statuses in real time without the need to manually refresh pages.
Integrated query forms for CAD and local RMS records check	FIPS 140-2 compliance allows TriTech's Mobility Solution users to securely send and receive records check queries. By empowering field users to perform queries independently, reduces dispatcher workload and radio traffic to deliver mission-critical information to help solve crimes and improve personnel safety.
Seamless CAD integration for voiceless dispatch and statusing	TriTech's Mobility Solution allows users to not only see CAD information such as incidents and other units but also status themselves onto field-initiated incidents, dispatched incidents, or select out-of-service reasons.
Dispatch Summary Panel	The Dispatch Summary panel appears on the Home screen when the unit is assigned to a call. This screen summarizes information related to the call and provides quick links to call-related tasks without requiring the user to navigate to other screens.
Call Times	TriTech's Mobility Solution app displays information about call times, such as when and who entered the incident, the time assignments were made, and the time a unit arrived on scene and cleared the dispatched incident.

INFORM RMS WITH FIELD REPORTING

Inform RMS
Inform RMS is a full-featured records management solution that enables law enforcement agencies to easily and effectively manage vital records. Inform RMS provides seamless integration with other systems to support important data sharing initiatives and features a flexible, intuitive user interface to streamline data entry and retrieval. Data entered into Inform RMS is available to other applications in the TriTech Software Systems enterprise-wide solutions. With Inform RMS, an agency's incidents and arrests can be reported directly to the FBI or state's crime information center.

The robust Inform RMS base package includes feature-packed modules covering the many facets of an agency's day-to-day operations. Users can easily record citations, warrants, civil papers, and more; manage cases, track evidence and property; as well as perform incident-based and uniform crime reporting. To further enhance daily productivity, additional modules are available for recording data related to DMV/traffic accidents, intelligence, equipment maintenance, and barcoding. With secure connections protecting confidentiality needs, users can share common data in Inform RMS on wide area networks for total community policing.

Inform RMS is designed to be easy and intuitive. With the stroke of a key, pull-down selection menus provide options and information to help the user smoothly navigate through the application. Flexibility within Inform RMS enables agencies to configure features specific to their

needs. Four Master Indices databases—Address, Name, Property, and Vehicle—are central to the power of Inform RMS, and allow users to save time and avoid duplicate record entry. These databases excel in multi-jurisdictional environments where they enhance cross-jurisdictional data sharing. If a Master Name entry is the subject of an outstanding civil paper or un-served warrant, the system automatically alerts the user. National reporting is simplified through an intuitive validation process and electronic file submission, which significantly reduces the time to complete and submit statistical and summary reports. In addition, Inform RMS stores original and supplemental reports, capturing the author and approver of each report.

Inform RMS is an integral part of TriTech Software Systems enterprise-wide solutions, working in conjunction with the other TriTech applications to provide efficient and effective public safety automation. The Inform RMS integration with Inform CAD allows telecommunicators to transfer call data from CAD to Inform RMS as well as create Incident Reports.

Inform CAD users can perform integrated queries through the Inform RMS Master Name and Vehicle databases. The Inform RMS field reporting functionality allows field officers to create arrest, incident, field interview, accident and citation reports that leverage the code table values and transfer data directly into Inform RMS. Officers can perform integrated queries from Inform Mobile to the Inform RMS Master Name and Master Vehicle databases.

Inform RMS users can also run NCIC queries directly from the Inform RMS console. With the TriTech NCIC State Interface, agencies will see an increase in productivity as personnel query and perform updates directly from their local workstations. In addition, whether the query was executed in Inform Mobile or in Inform RMS, information returned can be automatically added to existing Inform RMS forms avoiding duplicate data entry while increasing accuracy on subject information.

Other valuable integration features include:
- Imaging and mug shots – Attach a video or scanned image to any record (persons, incidents, evidence, accidents); any query supports a direct link to images and mug shots in Inform RMS.
- Integrated with data throughout the system.
- Sketching program – Create crime scene and DMV accident diagrams.
- Microsoft SQL Server Reporting Services Report Writer utility – Ad hoc reporting and statistical analysis.

Inform RMS is designed to support multiple jurisdictions on a single system. The system security gives each jurisdiction the authority to determine what information they share and which agencies will have access to their data. This model supports a built-in cross jurisdictional data sharing environment that has become a critical component of successful policing strategies in today's environment.

Inform RMS Modules

System Module	Description
Administration	This module is used to set program parameters and customize features to meet specific agency needs. You can define criteria for searches and synopsis/histories. This is where you set up number control, code tables, violation codes, UCR codes, solvability codes, civil fees defaults, impound vehicle fees, street types, and more.

System Module	Description
Case Management	Case Management allows supervisors to update investigative status and case dispositions. You can track officer assignments, task status, etc. through a variety of email options. Additionally, you can generate and track correspondence to involved parties of the incident.
Incident	The following Inform RMS Intelligent report entry features are available to streamline reporting and eliminate redundant data entry: • Recent Info: Jump start report entry with recently entered information on people, events, locations, vehicles, and property from the Inform Suite • At-A-Glance: 'As you type' visual indicators alert users to missing or invalid information. • Validation: State-specific IBR/UCR, federal- and agency-defined validations can display as the user is entering data. • Master Indices Slide Out: Populate reports with data entered in Inform RMS Master Indices. • Comments: Add comments to reports during the review and approval process. Comments are not part of the official report and are removed from the system upon final approval. • Attachments: Add attachments (such as images) to be submitted with a report. The report data is available in Inform RMS once the report has completed the configured report workflow. A PDF image of the officer's report is stored in Inform RMS with the case file and is available to view and print from the associated record.
Arrest	Arrest records provide a complete arrest history and are a source of information for locating persons at a later date.
Citation	Citation records track citation data, from personal information about the subject of the citation to information about the fees and payments associated with the citation. The Citation record allows emulation of your state's citation report.
Crash	Crash records track vehicle accidents, related property damage, driver information, and accident locations. The DMV record allows emulation of your state's accident report.
Field Interview	Inform RMS offers a flexible, web-enabled field reporting solution that gives officers the ability to create, update, and submit reports easily and efficiently from the field or in the station. The system offers extensive configuration options that allow agencies to tailor the application to their needs and its inherent flexibility accommodates a wide range of environments, including workstations, MDTs, and tablets. The web user experience is designed to streamline the entire reporting process for Incident, Arrest, Field Interview, Citation, and Crash reports, from report writing through report approval.
Other Event	Other event records allow you to maintain non-criminal or other generic event information.
Impound	Impound Vehicle records maintain information about vehicles that your department impounds. You can track hold information for an impounded

System Module	Description
	vehicle and track the investigation of impound vehicles through investigative records. Impound Fees should be defined before Impound records are added.
Property and Evidence	Evidence records maintain information about any piece of evidence your department receives. Track the location and custody of any piece of evidence, and access associated Incidents.
Expungement	Expunge data from Inform RMS to comply with court orders.
Restricted Access	Inform RMS provides a restricted access or confidentiality feature that allows users to restrict access on a per case basis by users with readers-rights for that specific case. Inform RMS allows users to restrict access to certain sections of a report but does not have the ability to restrict access at the field-level.
Redaction	Inform RMS provides a redaction feature that allows the user to redact individual fields or independent sections of the report (Suspect, Victim, Narrative, etc.). Redaction within the narrative can be done using common Microsoft Word functionality (find and replace). The Inform RMS Redaction feature allows the user to check or uncheck a data field checkbox to be included on a report. Checked field boxes display black diamond icons indicating the data in the fields is hidden.
Reporting	Inform RMS allows the user to export predefined (standard) reports and also allows the agency to create ad hoc, agency- and user-defined reports that can be saved and used repeatedly. Available export formats include Adobe Acrobat, Microsoft Excel, Microsoft Excel Data Only, Microsoft Word, and Rich Text Format. Inform RMS reporting allow users to view various predefined statistical/field reports or design a report using information from the database and deploy the report for use within the application.
Search	Inform RMS allows users to query any data field on any screen including incident numbers and case numbers.
State Reporting	The State Reporting feature enables you to validate entire cases and create computer files containing reportable data for your agency's cases.
Intelligence	Tracks all intelligence files within multiple jurisdictions, suspected drug activity, surveillance activity, interviews, and undercover drug buys. A Known Associates function tracks suspects' associates. Due the sensitive nature of Intelligence module data, names entered in this module are stored in a Master Name database that is separated from the other modules.
Audit Log	The Inform RMS Audit module tracks all additions, deletions, and modifications to records within the application. The audit includes the user making the change, the client machine, date/time, and before and after value.
Warrant	Warrant tracking maintains information about every aspect of a warrant, from personal information about the subject of the warrant to information about the status of the warrant itself.

System Module	Description
Masters	Inform RMS has Four important databases—Master Address, Master Name, Master Vehicle, and Master Property—shared throughout Inform RMS. Includes information for Gang, Known Associates, Alias, MO, Alerts, and Known Location Tracking.
Association/Link Analysis	Inform RMS can create a master number to which all associated numbers can then be linked and searched. Inform RMS can group multiple crimes within a single master number. The Inform RMS Synopsis feature allows the user to view all of the events associated with a person. Events are automatically linked to persons if the person is selected from the Master Name Index.
Image Capture	Capture and view mug shots, crime scenes and produce lineups. Images can be attached to any record in the master indices. Search and print images.
Civil	Civil processing tracks all information regarding a civil paper from the original receipt of the paper to its final service. It can track all persons involved with the paper, including defendants and plaintiffs. Multiple fees and payments may also be attached per Civil Paper, and connected with the responsible party. All attempts that are made to serve a Civil Paper may also be tracked.

Inform RMS Field Reporting

Inform RMS field reporting functionality provides a flexible, web-enabled field reporting solution that gives officers the ability to create, update, and submit reports easily and efficiently from the field or in the station. The system offers extensive configuration options that allow agencies to tailor the application to their needs and its inherent flexibility accommodates a wide range of environments, including workstations, MDTs, and tablets. The web user experience is designed to streamline the entire reporting process for Incident, Arrest, Field Interview, Citation, and Crash reports, from report writing through report approval.

The Data Entry Designer empowers agencies to design the system to suit their individual operational needs. The Data Entry Designer allows each agency to define data entry screen layouts, fields, labels, custom fields, default values, and required fields.

The Workflow Designer allows agencies to customize their workflows to meet specific agency needs for each report type and data entry screen. Workflows can include multiple levels of approval and send email notifications that can include read-only copies of in progress and completed reports.

The landing page consists of personalized queues that allow the user the flexibility to arrange, filter, and configure queues to meet their individual needs. The user can select the queues they are interested in viewing on their landing page from the queue manager. The Report Administration queue allows supervisors to identify the location and status of any report that has not received final approval. Supervisors can preview, print, view comments, view attachments, and access report history from this queue.

The following Intelligent report entry features are available to streamline reporting and eliminate redundant data entry:

- **Recent Info**: Jump start report entry with recently entered information on people, events, locations, vehicles, and property from the Inform Public Safety Suite
- **At-A-Glance**: 'As you type' visual indicators alert users to missing or invalid information.
- **Validation**: State-specific IBR/UCR, federal- and agency-defined validations can display as the user is entering data.
- **Master Indices Slide Out**: Populate reports with data entered in Inform RMS Master Indices.
- **Comments**: Add comments to reports during the review and approval process. Comments are not part of the official report and are removed from the system upon final approval.
- **Attachments**: Add attachments (such as images) to be submitted with a report.

The report data is available in Inform RMS once the report has completed the configured report workflow. A PDF image of the officer's report is stored in Inform RMS with the case file and is available to view and print from the associated record.

Standard Inform RMS Reports

TriTech's records management products include extensive standard (canned) reports that clients can choose to use. Predefined reports available in Inform RMS include:

- Possible Duplicate Scars, Marks, and Tattoos
- Arrest by Crime and Subject Report
- Arrest by Individual Report
- Arrest Summary by UCR Code, Gender, Race
- Custody by Individual Report
- Juvenile Custody Report
- Case by Activity Summary
- Case by Status Report
- Civil Cover Letter
- Civil Paper by Type
- Civil Return Report
- Evidence Detail Report
- Evidence Disposition Report
- Evidence Inventory Report
- Aging Incident Analysis by Officer
- Media Report Template
- Open Incidents by Officer
- Monthly Summary Report
- Outstanding Parking Tickets
- Pawn Activity Report
- Person History Report
- Active Warrants Report
- Warrants by Type Report

In addition to providing extensive predefined reports, TriTech's records management products also support ad hoc report generation, which allows users to easily create ad hoc, user-defined reports that can be saved and used repeatedly. Users can select the database fields and associated criteria for those fields so that only the specific data is displayed or printed in the report.

Databases contain vast amounts of information; typically, the data is only useful in small amounts. The Inform RMS ad hoc report function allows the users to define a filtered range of records and a subset of fields from those records within the various databases. Creating an ad hoc report allows the user to define the database information and customize the page layout.

Users can define a report form with headings, graphics, and a customized layout. These reports can be saved, re-used, and shared with other users. The reports are saved with specific filters and formats and are available from the Reports browser window. The agency can add numerous ad hoc (custom) reports to add to the standard (preformatted) reports list.

TriTech's record management products support downloading and exporting reports in most commonly used formats.

IQ SEARCH
Public safety agencies use a number of different automated systems to accomplish their mission (e.g., CAD, mobile, RMS, and jail systems). Even though these applications are integrated together in several different ways, there is usually no one place a user can go to access all the information to see a big picture of certain data. IQ search is the solution to this.

IQ Search provides allows agencies to aggregate data from multiple systems into one public safety-centric database. Using familiar and easy-to-use searching tools, users can get a full perspective on a person, vehicle, piece of property, CAD incidents, and more. Supporting multiple browsers, device types, and operating systems (including iOS, Android, and Windows), IQ Search allows users to quickly retrieve contributed information from anywhere. IQ Search's powerful search capabilities include fuzzy searching, stemming searches, diminutive names, and name expansion from all entities, including narratives. Users can save searches for future hits or register for notifications when new data hits the database.

Data can be contributed from other systems regardless of vendor or database type. As a vendor- and platform-agnostic system, IQ Search supports sharing initiatives by allowing agencies to share and search information with neighboring jurisdictions. IQ search also enables agencies to share information on a national level.

IQ CRIMEVIEW DASHBOARD
IQ CrimeView Dashboard brings your data to life. Your data becomes much easier to access and can be used to provide decision support, performance management, and electronic briefing capabilities. All members of your department at the strategic, operational, and tactical levels can use the IQ CrimeView Dashboard. Mid-level managers can use the IQ CrimeView Dashboard to define operational missions, identify crime patterns and trends, allocate resources, and evaluate results. Front-line staff can use the IQ CrimeView Dashboard to drill down through levels of data to develop actionable information on criminals and crimes. IQ CrimeView Dashboard provides unprecedented mission planning tools for command staff, patrol supervisors, analysts and field personnel to define, assign and communicate the department's patrol strategies.

Advanced geospatially-based crime analysis, mapping, operational performance support and situational awareness capabilities are framed in three major modes:

1. Briefing Books provide thematic views of data packaged as widgets on a page and pages within a book. Briefing Books can be designed to support every level of the agency's policing mission providing role-specific information relevant to agency

executives, command staff, investigators and patrol officers. Briefing Books can also be created in support of special projects, events and strategic missions.

2. Analysis Mode provides power users with the ability to dive into the data and employ a bevy of advanced data analytical tools and visualizations to investigate patterns, trends, correlations, linkages and relationships. With the addition of specialized emergency management symbol sets, video streaming and surveillance data, the availability of real time asset tracking data (commercial vessels, patrol cars, patrol boats, foot patrol) and access control sensors, the mission design and planning capability can be used to establish special event preplans and support "on demand" tactical operations for evolving events such as active shooter scenarios, natural disasters, etc.

3. Missions, Notes and Playbooks provides a facility for command staff and analysts to design directed patrols or missions that result in mission packages that can be managed over time in playbooks. Missions are capable of being published into the new IQ NearMe application where patrol officers can execute on their assigned directed patrols. Uniquely, the mission facility provides two-way communication between the executing patrol officers using the IQ NearMe application and command staff using the IQ CrimeView Dashboard at the station. This capability also allows for marking up information to the map, attaching files and linking additional information sources to points, lines and polygons on the map.

The resulting combination of measures, maps and missions—always current and interactive— enables operational performance support at a level unparelled in the law enforcement profession. It's a technology that works like the law enforcement mission.

IQ CrimeView Dashboard features include:
- Handles a broad array of data sets. Examples include: calls for service, crime reports, field interviews, warrants, citations, arrests, tips, SARs, pawn shop data and persons-of-interest such as parolees, probationers, gang members and sex offenders.
- 'Briefing Books' that can be based on role, organizational unit, geography, crime priority or specific intervention.
- Specific 'Briefing Book' templates available for Executive, Roll Call, Directed Patrol, DDACTS, Border Crime Suppression, Special Event Planning, COMPSTAT.
- Includes cluster analysis for crime type, MO, area, etc.; day-of-week and time-of-day analysis; and crime correlation.
- Can use ArcGIS Online, agency-provided, or Bing base maps
- Data views are regularly updated.
- Integrates with IQ NearMe Mobile and CrimeMapping.com.
- Comprehensive ability to inform and optimize patrol-based strategies
- The agency has complete flexibility to customize the content and layout of the dashboard 'Briefing Books' and pages.
- Customize the templates for your data and specific requirements to hit the ground running quickly.
- Supports suspect identification and other spatial/temporal optimization activities for patrol officers.
- Leverage existing GIS investments or low/no-cost base map options.
- Supports establishment of agency-wide mission critical crime mapping & analysis platform.

IQ Advanced Reporting Module

The IQ CrimeView Dashboard and IQ Advanced Reporting Module (ARM) provide comprehensive data access, interaction and analytics from dispatch, records, jail management, and other systems.

IQ CrimeView Dashboard is centered on a user's role and assignment. Calls and crime come alive on maps, from hotspots down to tactical views with details of each incident. Identify day and time patterns that guide staffing and strategy decisions through interactive charts and data tables – see how changing selection dynamically affect what's hot and what's not on the map.

IQ ARM provides summary charts and graphs to the command process that empower quick assessment of performance indicators, exceptions, and trends while retaining the ability to interact with any underlying factors, and issue reports or extract data on the fly. IQ CrimeView Dashboard and the IQ ARM together bring precision to mission execution through a command process that puts the right teams in the right place, at the right time, focused on the right issues, informed by the right information, and empowered to achieve the right outcomes.

IQ CrimeView Dashboard and IQ ARM provide powerful yet practical ways to compare current and past activity. IQ ARM provides various options for periodic and year to date analysis and reporting, with all interactive results easily exported directly to Excel. Weekly, monthly and annual comparisons – pre-defined or selected ad hoc by the user, are presented as tables, bar charts, graphs and grids.

"When" is a powerful tool for IQ CrimeView Designers, the agency analyst that typically configures and controls the content all users can see. Filter widgets ("pin" maps) are easily set to display bar charts summarizing data, and "When" settings can track year-to-date comparisons to previous years or other intervals that match an agency's reporting cycle. Trend widget chart configurations include counts and statistics based on daily averages, day of week adjusted averages, and standard deviation ranges from user-defined parameters. A constant value 'red line' some agencies use to track daily progress toward quarterly or annual goals.

IQ NearMe

IQ NearMe is designed to allow strategically planned tactical missions to be pushed out to the patrol officer in the field. It brings situational awareness to officers by providing geospatial incident data specific to each officer's beat or district.

IQ NearMe provides up to date criminal incident data as well as a defined map of the officer's territory or beat. Officers with little or no computer skills can filter through the data to view individual crime types and or persons of interest in their assigned territory.

IQ NearMe allows officers to see which missions they are assigned and also those missions that may cross boundaries with their own. A live blog built into the software allows for dynamic communication with the command staff supervising each mission and keeps the information available for each shift as the mission progresses.

IQ NearMe features include:
- Identify activity, persons and other information of interest around current officer location for improved operational intelligence.
- Handles a broad array of data sets including: calls for service, crime reports, field interviews, warrants, citations, arrests, tips, SARs, and persons-of-interest such as parolees, probationers, gang members and sex offenders.

□   Increase situational awareness.
□   Force Multiplier: address multiple crime priorities on single patrol.
□   More efficient officer reporting processes.
□   Provides integrated enterprise platform for proactive policing methodologies.
□   Shows location of officers on patrol.
□   Display building street views.
□   Plan patrol tactics and objective.

IQ NearMe delivers patrol awareness capabilities to vehicle-mounted MDC's and Windows mobile devices. The same back-end that powers the IQ CrimeView Dashboard powers IQ NearMe. This means that data found in the dashboard can be made available to the patrol officer on the street. In addition, IQ NearMe can leverage a hybrid of existing AVL and AIS systems, tablet/laptop-based GPS and other back office location sources into a consolidated, comprehensive real-time view.

Location information for an officer's real-time position and other nearby officers, opens the door to new proximity-based precision policing workflows and patrol awareness capabilities offered by no other vendor in this space.

As identified above, missions designed in the IQ CrimeView Dashboard environment can be published to the IQ NearMe mobile application enhancing directed patrol execution and two-way mission-relevant communication between field personnel on the street and command staff at the station. Complete cross-platform capabilities across Windows, iOS and Android devices are under development.

COMMUNITY DATA PLATFORM

TriTech's Community Data Platform (CDP) is a hosted platform that enables participating agencies to build safer communities by sharing data across public safety agencies and citizens. TriTech customers make up the largest public safety customer data network in the nation which will allow TIA to use that data. The Community Data Platform includes:

CDP Search

Public safety agencies use a number of different automated systems to accomplish their mission (e.g., CAD, mobile, RMS, and jail systems). Even though these applications are integrated together in several different ways, there is usually no one place a user can go to access all the information to see a big picture of certain data. IQ search is the solution to this.

CDP Search gives TIA the power to search a public safety centric database with a Google-like browser. Built-in search algorithms are designed specifically for public safety, helping TIA's personnel find people, places, words, phrases, values, alias spellings, word expansion, nicknames, and synonyms. Access to this database benefits your entire agency. TIA can empower investigators to quickly identify behaviors and relationships and enhance the dispatch center staff's ability to provide real-time support during complex and critical events with new levels of information. CDP Search extends the role of intelligence analysts by giving them tools to uncover patterns and organizations that would otherwise be hidden within their own agency or region.

CDP Search provides allows agencies to aggregate data from multiple systems into one public safety-centric database. Using familiar and easy-to-use searching tools, users can get a full perspective on a person, vehicle, piece of property, CAD incidents, and more. Supporting

multiple browsers, device types, and operating systems (including iOS, Android, and Windows), CDP Search allows users to quickly retrieve contributed information from anywhere. CDP Search's powerful search capabilities include fuzzy searching, stemming searches, diminutive names, and name expansion from all entities, including narratives. Users can save searches for future hits or register for notifications when new data hits the database.

Data can be contributed from other systems regardless of vendor or database type. As a vendor- and platform-agnostic system, CDP Search supports sharing initiatives by allowing agencies to share and search information with neighboring jurisdictions. IQ search also enables agencies to share information on a level.

CDP Crimemapping.com

CDP Crimemapping.com is a tool to enhance community engagement and provide transparency for the public by delivering a citizen-facing crime map that makes crime data available to the public. The goal is to assist police departments in reducing crime through a better-informed citizenry. Creating more self-reliance among community members is a great benefit to community oriented policing efforts everywhere and has been proven effective in combating crime.

This latest generation of an interactive public crime mapping service provides a more responsive design for access from tablets and mobile devices, as well as improved site navigation, sharper visuals, and enhanced symbols. Most importantly to subscribing agencies and its community is the ability display sex offender data and receive alerts of when sex offenders move in or out of the selected areas

CDP Crimemapping.com Key Facts

- ☐ CDP Crimemapping.com is a public resource that provides an overview of designated crimes within a particular law enforcement agency. Data is published with the expressed permission of each participating agency and the information is always validated through direct collaboration with law enforcement personnel.

- • Citizens can search CDP Crimemapping.com by an address or feature (such as a park or school) or simply find a subscribing agency. Users can filter data by date range, types of crime, and distance, then drill down to each individual record to view more information. Crime Alerts allows citizens to receive detailed, timely crime data information from a home address and their children's school.

- ☐ Participating law enforcement agencies can now elect to have sex offender data made available to its community on CDP Crimemapping.com. If TIA supplies sex offender data, TIA can view the location of offenders on the map and subscribe to alerts when a sex offender moves in or out of the selected areas.

TriTech Rapid Implementation Methodology

IMPLEMENTATION METHODOLOGY
TriTech's methodology has been refined and optimized over the past 24 years. This standard implementation process is designed for deployment of our Commercial Off-the-Shelf (COTS) solutions for public safety customers in mission-critical environments. This methodology differs from a deployment process for a custom solution, which is significantly more expensive to deploy and support.

Our process follows the Project Management Institute's (PMI's) general guidelines for project management to deliver a high quality, cost-effective project implementation process that ensures successful installation of the systems. Our methodology includes a highly refined professional services component with a matrix engagement of specialized personnel (such as Business Analysts and Trainers) who lead a consultation-driven methodology to optimize the COTS solution for TIA operation.

TriTech's implementation process starts with project initiation and planning phases that focus on solution and scope definition, assembling the project teams, and planning for the project execution. The execution phase focuses on the core approach for deployment of each system and related interface(s) and includes the following elements:
  - Operational/requirements review
  - Data gathering and configuration phase
  - Validation of the setup
  - Workflow and unit testing

This consistent approach, along with TriTech's proven training and cutover process, provides the controls that will ensure a successful project for TIA.

Project Initiation
TriTech's implementation process starts with a series of Project Initiation or startup activities. The Project Initiation phase consists of those processes that define the scope of the project prior to contract execution. Contract negotiation is included as a part of the Project Initiation phase and establishes the expectations of TIA, as well as TriTech and its subcontractors, and generates a comprehensive description of the project deliverables and scope. In addition, the core project teams are identified and the teams are formed.

Project Statement of Work
During project initialization, the final SOW will be defined through discussions between TIA and TriTech. In accordance with the terms and conditions of the negotiated agreement, the SOW defines the services and deliverables that TriTech will be providing TIA.

The SOW also identifies the tasks, responsibilities, and sequence for all project activities. Following the finalization of the SOW, the assigned TriTech Project Manager will finalize the project implementation schedule to reflect the tasks identified in the SOW. Together the project implementation schedule and the SOW form the Project Implementation Plan.

Project Implementation Schedule
The attached sample draft schedule is based on TriTech's template and shows project events from contract signing to Go Live. TriTech has a well-established system implementation plan that is based on project information entered into a Microsoft Project template. Our project

managers modify this template to develop detailed project plans for each of our clients, including the applications, interfaces, and modules specific to each client's solution. The implementation timelines are contingent upon the mutual availability of TIA and TriTech teams. Adjustments to the project schedule may be required during the implementation process based on changes in TIA requirements, as well as scheduling conflicts, or other factors. Each project is implemented according to a unique schedule based on the products, services, resources, and task elements for each of the applications that comprise the contracted solution.

Project Planning

At the onset of the Project Planning phase, the TriTech Project Manager will hold a Remote Kick-Off meeting with TIA's project team. During the Project Planning phase, the teams establish a process to manage and organize the project tasks. TriTech staff will be onsite only for activities that require onsite services; certain project activities defined in the SOW will be conducted remotely. While onsite, TriTech staff will support the project from a location designated for them by TIA's project team.

Project Execution

Inform applications and interfaces are implemented through a series of steps that are designed to ensure that TIA's operational needs are determined, the configurations are prepared and validated, and the system/interfaces are tested for proper functionality prior to deployment.

Requirements Gathering

Since TriTech applications are COTS products, the design effort will be limited to determining the most appropriate configuration for these applications. The detailed information about the operational and configuration requirements is gathered through the configuration processes for each of these applications. The configuration processes for Inform CAD, Inform Mobile, Inform RMS, Inform FBR, and TriTech Mobility Solution include remote configuration and consultation sessions between TriTech's Business Analyst and a small group of TIA stakeholders and operational staff at TIA site. The primary goal of each remote configuration and consultation session is to gather configuration information for the application configuration and workflow.

System Installation

TriTech will procure the hardware and third-party software as required by TriTech specifications based on the Purchase Agreement. The scope of the hardware, third-party software, equipment, tools, applications, etc., is based on the items explicitly listed in the Purchase Agreement. TriTech will assume the risk of delivery until such items are delivered to TIA's location.

TriTech will coordinate the location of the server and workstation hardware with TIA and obtain the remote connectivity information, IP addresses, and machine names for these machines. The TriTech installation staff will perform all the necessary installation and configuration tasks to ensure that TriTech software is properly installed and the SQL and Windows settings are consistent with the manufacturer and TriTech specifications.

Configuration and Administration

TriTech's standard implementation process includes a step to validate the systems from an operational perspective. This validation step for Inform CAD, Inform RMS, and TriTech Mobility Solution is the Configuration and Administration workshop. This workshop will be performed once each of these applications is installed on TIA equipment at TIA site and the initial configuration of each of these applications is complete.

TriTech Rapid Implementation Methodology

Functional Tests (optional)

TriTech will execute Functional Tests (FTs) for each of the system components such as Inform CAD, Inform Mobile, Inform RMS, Inform FBR, TriTech Mobility Solution, and each of the interfaces as purchased. The purpose of the functional testing is to test specific functionality and formally document that the products provide the required functionality according to the RFI specifications (as modified by TriTech's responses to those specifications).

The FTs follow a standard format that TriTech will submit to TIA for review and approval prior to testing. The FTs for COTS products will be based on TriTech's standard system functionality and will be cross-referenced to TIA RFI requirements and TriTech's responses to those requirements.

Cutover

TriTech proposes a team approach to the cutover of the Subsystems and Interfaces into the production environment. TriTech will work with TIA to define a cutover plan, including dates, sequence of system Go Lives, and steps for the cutover and responsibility for each task. This plan will be based upon TriTech's template.

System Acceptance

Each of the Subsystems, including Inform CAD, Inform Mobile, and Inform RMS is considered Accepted upon the first production use.

Following Go Live, the Client must report all issues to TriTech as described in the Software Support Agreement.

TRITECH PROJECT TEAM ROLES AND RESPONSIBILITIES

Upon contract award, TriTech will appoint a team of specialized personnel that will implement the project under the direction of TriTech's Project Manager. The team will be multi-disciplinary and the team members may specialize in different products, subsystems, and project phases. Team members may be engaged in different phases of the project as necessary and in some cases, are involved in the project for a limited timeframe.

The descriptions of personnel roles noted below provide an overview of typical Project team members. Other personnel may be involved under the direction of the TriTech Project Manager to complete the requirements of the project.

TriTech Project Team Roles and Responsibilities

Title/Position Description	Roles and Responsibilities
Project Manager	The Project Manager uses a standardized methodology for project implementation, project management, and risk identification and management. TriTech's Project Manager is responsible for Project scheduling and management of TriTech Project personnel and applicable Subcontractor/supplier resources, budget management, identification and management of project risks, and communication with the Client's project team. The TriTech Project Manager will be responsible for the collaborative coordination of Client resources to ensure that avoidable project delays will be minimized.

Title/Position Description	Roles and Responsibilities
Systems Engineer	The Systems Engineer is responsible for two primary functions within the scope of the project: configuration of standard TriTech interfaces (including configuration documentation) and development of software requirements documentation for custom interfaces (if any). The Systems Engineer will also participate in testing of each of these subsystems.
Inform Business Analysts	The Inform Business Analyst is responsible for the configuration of the Inform software based on the Client's system requirements, business rules, configuration data, and reporting needs. The Business Analyst will provide consultation services to the Client with regard to the configuration and operation of Inform CAD, Inform Mobile, and Inform RMS. The Inform Business Analyst is also responsible for conducting the workshops and providing consulting support throughout the project implementation life cycle. The Business Analyst will be an active participant in many of the milestone events through the course of the Project.
GIS Analysts	As part of the implementation team, TriTech uses a GIS Analyst that specializes in geographical Information technology. The GIS Analyst is responsible for: 1) performing an analysis regarding the Client's GIS source data; 2) consultation services regarding converting the GIS source data for use in Inform CAD, Inform Mobile, and Inform RMS; 3) providing training for applicable TriTech GIS tools as included in the Purchase Agreement; 4) preparing the one-time GIS data configuration for the Inform Product Suite.
Client Installation Services Team	TriTech's Client Installation Services (CIS) team is responsible for installation and integration of TriTech Software onto the system hardware identified for this Project. This team works closely with the Client's staff to coordinate IP and network addressing, security accounts, network connections, and remote access to the System.
Technical Services Group	TriTech's Technical Services group will provide ongoing support for the client's system, including Go Live support, technical support, help desk services, and upgrade support. TriTech provides the first line of support for all solution components, ensuring that the client has a single support contact.
Account Executive (AE)	The TriTech Account Executive (AE) is the client's key TriTech contact throughout all stages of the sales process: initial interest, budgetary estimates, procurement, evaluation, contract negotiation, and project kickoff. The AE is the client's liaison within the company and will engage with Product Specialists, Solutions Architects, Product Managers, and the Operations team to generate price quotes, budgetary plans, and respond to requests for proposals. The AE provides support for general customer inquiries, manages requests for new software and services, and provides assistance with planning for new system purchases. AE's provide an enhanced level of continuity for the agency and ensure an open line of communication with our clients.

Title/Position Description	Roles and Responsibilities
Account Manager (AM)	Following system go live, the TriTech Account Manager (AM) is a key resource throughout the life of the system. The AM will be the primary contact and liaison for non-technical support issues, system changes, and billing questions, technology refreshes, price quotes, and budget planning. The AM provides support for general customer service requests, manages requests for new software and services, and provides assistance with planning for system upgrades and expansions. While supplementing the role of the Project Manager (with active projects) and TriTech's Customer Support Center for ongoing maintenance support, the AM owns the overall relationship with our clients and is focused on 100% client retention. AM participation in the project provides an enhanced level of continuity for the client and ensures a smooth transition following system go live.

Onsite and Remote Tasks

At the onset of the Project Planning phase, the TriTech Project Manager will hold a Kick-Off meeting with TIA's project team. During the Project Planning phase, the teams establish a process to manage and organize the project tasks. TriTech staff will be on site only for activities that require on site services; certain project activities defined in the SOW will be conducted remotely. While on site, TriTech staff will support the project from a location designated for them by TIA's project team.

Activities occurring at the customer site:	Team Member Present
Optional Functional Tests (CAD/Mobile/RMS/FBR)	Business Analyst, Project Manager
Train-the-Trainer (CAD/Mobile/RMS)	Trainer
On-Site Designated User Training (CAD/RMS)	Trainer
Go Live Support (CAD/Mobile/FBR)	Trainer, Business Analyst, Technical Support, System Engineer (optional)
Activities occurring remotely:	
Interfaces requirements gathering	System Engineer
Certain Training classes (including CDP Search, IQ CrimeView/IQ FireView Admin and Designer, and IQ Advanced Reporting)	Trainer
Hardware staging, preparation for installation and configuration	Clients Installation Systems
Certain system configurations	Business Analyst
Document review and preparation	Business Analyst and Trainers

RECOMMENDED CLIENT ROLES AND RESPONSIBILITIES

In general, the client's project team should include staff experienced in the operation and administration of the client's current public safety technology systems. These Subject Matter Experts (SMEs) need to be engaged throughout the course of the project from initiation until live operations, and may be involved in the support and maintenance of the system and subsystems after Go Live. These recommendations are subject to change once the final scope of work and

project schedule are defined. The client may elect to create individual positions, combine responsibilities, and/or assign responsibilities within their current organizational structure. Periodically, the client should assess its staffing needs to accommodate any changes in the client's operational use of the proposed technology.

The core project team should include the client's Project Manager, Application Administrators, a small core group of dispatch personnel and supervisors, representatives from field operations, and representatives involved in the reporting requirements. Other technical members of the client's team will need to be engaged periodically, including the client's information systems staff and GIS staff.

TriTech also recommends that, as early in the project as possible, the client identify staff responsible for the ongoing maintenance of the client's systems, including the technical and business processes. In particular, the roles of the Application Administrators (e.g., Inform CAD, Inform Mobile, Inform RMS, TriTech Mobility Solution, and CDP Search) and System Administrators are vital to the success of the project. It is essential that the client develop this team during the implementation process in order to achieve sufficient understanding of the TriTech solution to assume the technical responsibilities associated with the implementation.

Client Project Team Roles and Responsibilities

Title/Position Description	Roles and Responsibilities
Project Manager	The Client's Project Manager is the principal Client contact who will manage a team of Client project personnel. The Client's Project Manager manages and coordinates Client's resources responsible for completing assigned Project tasks and activities. Activities include facilitating project schedules and meetings, timely approval and processing of invoices, review and approval of Task Completion Reports ("TCRs"), Project management plans, applicable configuration sheets, OSDs and IFCDs, review of the project and functional testing documentation, and management of the Client's staff. Additionally, the Client's Project Manager is responsible for coordinating the efforts, activities, and communications between TriTech and third-party vendors that are not TriTech Subcontractors, as well as any deliverables from these vendors to the project.
System Administrator	The Client's System Administrator is the individual primarily responsible for managing the technical back-end of the System including Windows, SQL Server, network, hardware, data back-ups and log management. This individual is the primary technical point of contact representing the Client. As identified in the Purchase Agreement and the Software Support Agreement, following the initial system installation, administration, and support for hardware (including the software operating system) and network components are the responsibility of the Client. The Client needs to plan for support and maintenance through the development of Client resources, other departments within the Client's organization, or by contracting for such services. The Client should establish procedures for managing warranty service of hardware. Activities for this position include 1) management of Microsoft Windows Operating System including patches and service packs; 2) management of Microsoft SQL Server including patches and service packs; 3) implementation of software prerequisites (in accordance with TriTech Documentation) on computers as needed for current operations and System upgrades; 4) monitoring, management and maintenance of the Client's network including LANs, WANs, wireless networks,

Title/Position Description	Roles and Responsibilities
	security accounts and support connectivity (in accordance with TriTech Documentation); and 5) hardware maintenance and troubleshooting; file and data back-ups and software and error log management. Time commitment will vary with the number of computers on the system, the complexity of the network (including the use of a WAN) and the number of personnel to be managed in network access. If the System LAN is connected to the Client's administrative LAN/WAN[1], coordination will be important to avoid problems with the Client's network traffic. Personnel involved in System Administration should attend the applicable TriTech System Administrator Course(s). Where a large team is involved, a core team should attend a System Administrator Course and then the Client's System Administration team should conduct a smaller version of the training for local staff.
Inform Application Administrator	The Inform Application Administrator(s) will have the responsibilities for the implementation, configuration, and maintenance of the Inform software. This person or persons will be engaged in the implementation of the Inform Software, and will participate in making decisions as it relates to implementing the Inform Software. The Inform Application Administrator will attend all of the Workshops as purchased throughout the Purchase Agreement. This person should have a comprehensive understanding of the internal structure and workflow of the Client's departmental policies and procedures. The Inform Application Administrator will be responsible for building and maintaining the Code Files, Templates and Workflows. Additional activities include TriTech software setup, assignment, and management of the agency specific Code Files, Template creation/maintenance, Workflow configurations, evaluation and implementation of version updates, reporting, prioritization, and management of support issues.
GIS Analyst	The GIS Analyst is responsible for the mapping components required for the Inform Public Safety Suite. Activities include providing the initial GIS files to TriTech for analysis. The GIS Analyst will be responsible for updating the Inform CAD and Inform Mobile Streets data using GIS Link, and working with TriTech's GIS Analyst to implement mapping components for Inform RMS. During scheduled activities, the Client should have a fully dedicated person or persons. Post implementation workload is based upon the number and type of GIS data edits that will be necessary for the local operations. This person (or group of people) should attend GISLink training.
Application Trainers	A team of trainers is needed for training the Client staff on TriTech Software on an on-going basis. Trainers will be responsible for reading TriTech Software release notes and maintaining an understanding of new and existing features. The Client should involve a fully dedicated person or persons during scheduled activities such as training sessions. Post implementation, the involvement of the subject matter experts should be limited to maintenance only. These personnel should attend the applicable product specific training courses.

---

[1] TriTech recommends a dedicated LAN for Inform CAD as documented in the System Planning Document.

TRAINING

TriTech offers a combination of standard training classes for TIA's staff that correspond to their level of involvement with the system, their role during implementation, and their anticipated use of the system after cut-over. TriTech uses a comprehensive training approach for all our system components, as highlighted below:

- Our approach maximizes the use of hands-on training. Students will receive detailed training on a field-by-field, screen-by-screen basis.
- The TriTech team will devote time prior to the training sessions to learning TIA's daily business procedures. As much as possible, these procedures are discussed throughout the training session.
- Class exercises will be designed to mirror users' daily activities and duties providing users with step-by-step training.
- The TriTech team will work closely with TIA to identify "real life" exercises that will be meaningful to the students.
- As much as feasible, our Training team will emulate TIA's workflow process in our training classes.

We ensure that this standard approach is used throughout all our training course offerings.

TriTech's standard User and Train-the-Trainer classes focus on each specific subsystem and the users of that system, such as Inform CAD, Inform Mobile, or Inform RMS. TriTech provides working knowledge of each system, which can be used during other activities such as system testing.

TriTech encourages clients to designate "power users" who will act as supplemental trainers or coaches during the training phase and Go Live. These power users should attend the initial training classes and key implementation activities. This helps equip the power users with the skills to guide users through common problems encountered during the post-Go Live transition.

The application administration aspects of Inform CAD and Inform RMS will be taught during the implementation process, as part of the Workshops.

The TriTech Project Manager will work with TIA and its Training Department to ensure the training meets TIA's expectations. While TriTech will work with TIA to provide the desired training schedule, to schedule our resources efficiently, TIA will need to approve the recommended training according to a mutually agreed to schedule. TriTech will schedule the training as close to the cutover to the new system as possible so the training will be fresh in the user's minds when starting to work on the new system. The extent of any adjustments requested by TIA to the training schedule may result in a delay of the implementation. TriTech will monitor the progress of implementation activities and will work with TIA to adjust the schedule to compensate for delays caused by unforeseen circumstances.

TriTech's proposed training classes are designed to be scheduled in certain blocks and administered in a certain sequence to ensure that prerequisite training steps are properly addressed.

TriTech will work with TIA to tailor training course sessions and schedule the sessions to meet the needs of the functional groups within the limitations of the quantities and types of courses proposed. If TIA requires additional training sessions, there may be additional fees associated with such training. There is also an additional cost associated with weekend and night classes.

TriTech will provide a training plan based on the information provided in TIA's RFI and addenda. The proposed training program will include a combination of end user training, train-the-trainer, and remote training courses as follows.

Training Class	Number of Classes	Hours Per Class	Maximum Number of Students
Inform CAD			
Inform CAD End User Training	2	32	10
Inform CAD/Inform Mobile System Administration Training*	1	40	1
GISLink Utility Training	1	24	2
Inform Mobile			
Inform Mobile System Administration Training	1	8	3
Inform Mobile Train-the-Trainer	1	4-6	10
Inform RMS			
Inform RMS User Training – Records	1	24	10
Inform RMS Property and Evidence Training	1	16	10
Inform RMS User Training – Field Officers	2	16	10
Inform RMS Investigations Training	1	16	10
Inform RMS Report Writing	1	24	10
Output Designer	1	24	10

*TriTech will conduct this training class on site at our San Diego office.

Support and Maintenance for Inform Public Safety Software

The following table outlines the services included in TriTech's Software Support Agreement, Subscription License and Use Agreement for IQ, and Community Data Platform Agreement, copies of which have been provided as Exhibits 1 – 3.

No additional costs for updates and version upgrades	Updates and version upgrades for TIA-licensed TriTech software applications are provided as part of the annual software support and continuous upgrade fees. TriTech's Support Center team will work with TIA to schedule upgrades for the TriTech software as they are released. Although there are no costs for the software updates/upgrades, if on-site resources are required, additional costs for travel and labor incident to the on-site support may apply.
National Support Center Staffed 24x7x365	Our National Support Center is always available to respond to Client calls according to the Priority matrix in the applicable Support Agreement. TriTech's National Support Center, located in Decorah, Iowa, is dedicated to delivering excellence in customer service and has over 85 technical analysts on staff.
Unlimited Technical Support	TriTech provides unlimited telephone support during contracted calling hours.

Live Assistance	When using our toll-free telephone number, clients never receive an automated response during regular operating hours: clients speak directly with a trained Support Center technician.
Highly Trained Technical Analysts	Support Center staff consists of trained IT professionals with a wide range of certifications, including Microsoft, A+, and Cisco-certified professionals. Our technicians have extensive knowledge of commonly used technology, concepts, practices, and procedures and have completed rigorous TriTech product training, skill assessments, and routinely participate in continuing education events.
Remote Analysis and Support	Reported issues are diagnosed via remote connectivity. Complex problems are more easily reviewed and resolved by Technical Analysts taking a hands-on approach, minimizing the potential for miscommunication.
Customer Service Center Website	The Customer Service Center website provides clients with: Knowledge Base: A comprehensive knowledge base with entries that cover TriTech software, operating systems, hardware, federal reporting requirements, state reporting requirements, and more. This knowledge base is always available for clients and internal technical analysts.
	Service Request Access: Provides up-to-the-minute status on all service requests. Also allows clients to submit new service requests or research the status of new or historical tickets.
	Documentation: Download the latest version of all TriTech software documentation, including user and setup guides, articles, white papers, and notices designed to enhance productivity with the Inform Public Safety Suite.

TriTech's proposed maintenance agreement includes:

- Unlimited telephone support for the licensed TriTech software, using a toll-free line provided by TriTech. During each term of TIA's software maintenance agreement, this telephone support is available during the hours specified in the agreement (i.e., either 8x5 or 24x7 support).

- Initial fact-finding (Tier 1) support for third-party software embedded or used in conjunction with the application software (e.g., the embedded Report Writer, Microsoft products, etc.).

- TriTech will correct documented malfunctions in the TriTech application software based on the severity of the issue and how it impacts TIA and TriTech's user base.

Updates and version upgrades to the current production version for TIA's licensed TriTech software.

EMAIL:
RE: TRITECH CAD WEBINAR

July 3, 2018
Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment:
FieldOps_Roadmap_Snapshot.jpg

This page intentionally left blank.

Sally Olson-Nelson

From:	Sally Olson-Nelson
Sent:	Tuesday, July 3, 2018 1:17 PM
To:	Stacy Walsh (SWalsh@TampaAirport.com); Damaris Torres Cordova (dtorrescordova@tampaairport.com)
Subject:	RE: TriTech CAD Webinar
Attachments:	FieldOps_Roadmap_Snapshot.jpg

Stacy,
The attached is the FieldOpps Roadmap.

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

-----Original Appointment-----
From: Sally Olson-Nelson
Sent: Wednesday, June 20, 2018 3:32 PM
To: Sally Olson-Nelson; Liz Byers; Christina Milson; Stacy Walsh (SWalsh@TampaAirport.com); Damaris Torres Cordova (dtorrescordova@tampaairport.com)
Subject: TriTech CAD Webinar
When: Tuesday, July 3, 2018 1:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: https://global.gotomeeting.com/join/355074037

Please join us for a TriTech CAD Webinar, to discuss the following:

Tampa Airport WebX
Tue, Jul 3, 2018 10:00 AM - 11:30 AM PDT

Please join my meeting from your computer, tablet or smartphone.
https://global.gotomeeting.com/join/355074037

You can also dial in using your phone.
United States: +1 (872) 240-3212

Access Code: 355-074-037

2:00 PM – 3:00 PM CAD Questions:

We are requesting a specific remote demonstration of the separate numbering capabilities of Inform CAD.
o Need to see separate numbering for Police, Maintenance and Janitorial types of calls.
o Need to see ability for dispatchers to filter their view to see other jurisdictions/departments' calls if needed.
o Need to see ability to share comments with other jurisdiction dispatchers or mark them confidential.

All my best,

Sally

Attachment:
05b-FieldOps_Roadmap_Snapshot.jpg

July 3, 2018
Attachment to email dated July 3, 2018

This page intentionally left blank.

Feature Roadmap and GTM by CAD

Consolidated view of features

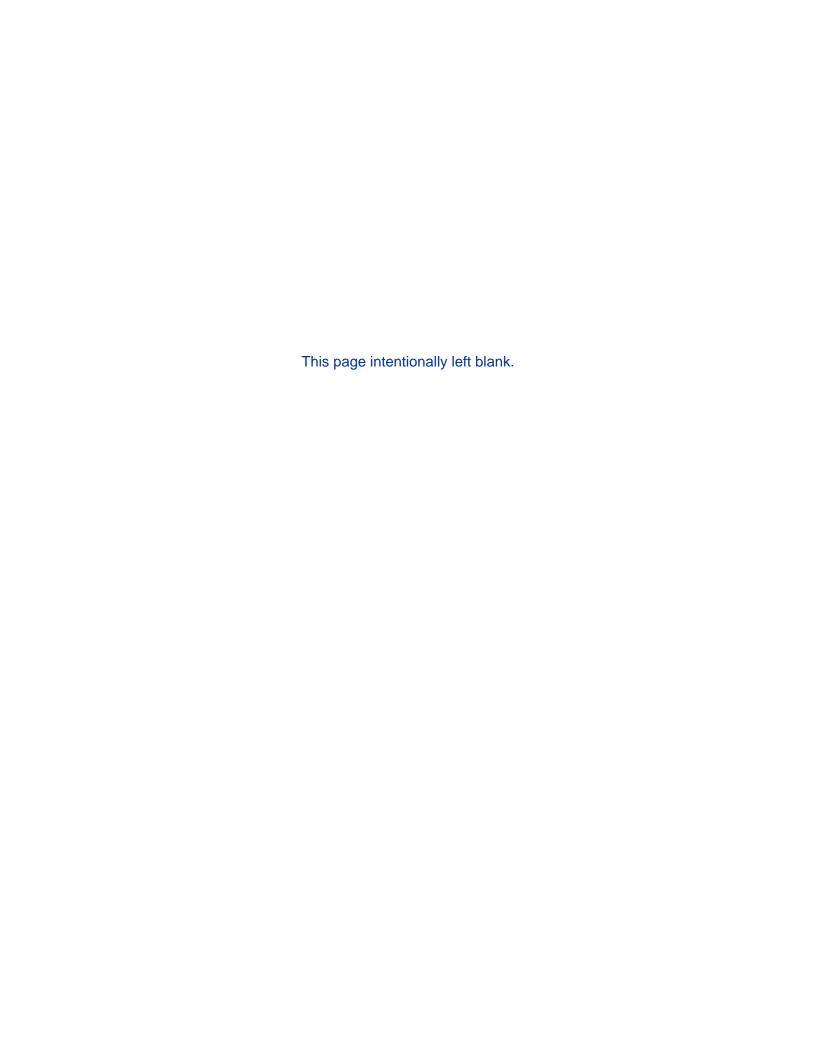|	Current	June	July	August
Zuercher	• View CFS Alerts • Discipline Specific CFS Pings • Capture and Upload Photos to RMS • Capture and Upload Audio to RMS • Capture and Upload Notes to RMS • Active and Pending CFS • Unit List (Queue) • CFS Map Plotting • Enter CFS Comments • CFS Assignment Push Notifications • Specify CAD Unit at Login	**Zuercher** • View Premise History for CFS Location • Better handle device & user deactivation in app • iOS import multiple photos • Add Apple Watch notifications/remove encryption	• Access/View Pre-Plan Data for CFS Location	• Searching functionality • Attaching photos to CFS • Officer Initiated CFS • Custom Notifications • Instant Messaging/Chat • Ability to Capture and Upload Video to CFS
Inform	• Update Unit Status • Next Logical Status • Limiting Next Status based on Current Status • Active and Pending CFS • Unit List (Queue) • CFS Map Plotting • Enter CFS Comments • CFS Assignment Push Notifications • Specify CAD Unit at Login	**Inform** • Device GPS Location to CAD • View Premise History for CFS Location	• Capture and Upload Photos to RMS • Capture and Upload Audio to RMS • Capture and Upload Notes to RMS	
TC	• Connector Development	**TC** • Interface with Tritech Mobility API • Log In with CAD/Mobile Credentials • Log In as a CAD Unit • Enforce Mobile Security Permissions • Publish Incident Data to Field Ops • Publish Unit Data to Field Ops • Update Unit Status from Field Ops (Swipe to "Next" logical status i.e. Dispatched to Enroute, Enroute to Onscene, etc) • Add comments to incident • Transmit Device GPS data to CAD • Premise History for CFS Location • Update CAD unit status from App (Dynamic Statusing)		
GTM	• Announced @ Tricon in March • 24 Deals in Salesforce • 3 Clients Live • Marketing briefs and one sheets drafted	**GTM** • 24 Deals in Salesforce • 1 Clients in Deployment • 2 Clients Live • Product Announcement, Press Release, and Email Campaign	• Customer Success Story • Webinar/Recording • Email Campaign	

TIME SAFETY INTELLIGENCE

))) TRITECH
SOFTWARE SYSTEMS

This page intentionally left blank.

EMAIL:
RE: TRITECH CAD WEBINAR - TRITECH INTEGRATION DOCUMENT

July 3, 2018
Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment: TriTech
Integration Document.pdf

Attachment:
06b-TriTech Integration Document.pdf

July 3, 2018
TriTech considers its detailed implementation documents to be confidential and proprietary.
TriTech does not provide such documents with proposals that can be released under a FOIA
request, TriTech can provide such documents under terms of signed non-disclosure
agreements.

This page intentionally left blank.

From:	Sally Olson-Nelson
Sent:	Tuesday, July 3, 2018 1:37 PM
To:	Stacy Walsh (SWalsh@TampaAirport.com); Damaris Torres Cordova (dtorrescordova@tampaairport.com)
Cc:	Liz Byers; Christina Milson
Subject:	RE: TriTech CAD Webinar - TriTech Integration Document
Attachments:	TriTech Integration Document.pdf

Stacy,
Attached is the TriTech Integration Document that discusses the integration between products.

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

-----Original Appointment-----
From: Sally Olson-Nelson
Sent: Wednesday, June 20, 2018 3:32 PM
To: Sally Olson-Nelson; Liz Byers; Christina Milson; Stacy Walsh (SWalsh@TampaAirport.com); Damaris Torres Cordova (dtorrescordova@tampaairport.com)
Subject: TriTech CAD Webinar
When: Tuesday, July 3, 2018 1:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: https://global.gotomeeting.com/join/355074037

Please join us for a TriTech CAD Webinar, to discuss the following:

Tampa Airport WebX
Tue, Jul 3, 2018 10:00 AM - 11:30 AM PDT

Please join my meeting from your computer, tablet or smartphone.
https://global.gotomeeting.com/join/355074037

You can also dial in using your phone.
United States: +1 (872) 240-3212

Access Code: 355-074-037

2:00 PM – 3:00 PM CAD Questions:

We are requesting a specific remote demonstration of the separate numbering capabilities of Inform CAD.
o Need to see separate numbering for Police, Maintenance and Janitorial types of calls.
o Need to see ability for dispatchers to filter their view to see other jurisdictions/departments' calls if needed.
o Need to see ability to share comments with other jurisdiction dispatchers or mark them confidential.

All my best,

Sally

EMAIL:
RE: REVISED PROPOSAL, REQUIREMENT DOCUMENT CLARIFICATION AND DRAFT
CONTRACT DOCUMENTS WITH STATEMENT OF WORK AND DRAFT PROJECT
TIMELINE - CIM

July 18, 2018
Email correspondence from Sally Olson-Nelson to Stacy Walsh clarifying that Common Identity
Management (CIM) is an integral part of the Inform Public Safety Suite.

This page intentionally left blank.

Sally Olson-Nelson

From:	Sally Olson-Nelson
Sent:	Wednesday, July 18, 2018 4:01 PM
To:	'Stacy Walsh'
Cc:	Roxanne Lerner; Robert McGrath; Damaris Torres Cordova; Trevor Biswas
Subject:	RE: Revised Proposal, Requirement Document Clarification and Draft Contract Documents with Statement of Work and Draft Project Timeline - CIM

Stacy,
CIM stands for Common Identity Management.

CIM is not a separate module. Where applicable, it is part of the implementation of RMS and is required for Inform 911, and its purpose is to integrate security of those products with active directory. CIM is and has evolved to be suite wide. The purpose of CIM is to offer suite wide security management with the option to integrate with active directory.

It is an integral part of the TriTech Inform Product Suite!!

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh [mailto:SWalsh@TampaAirport.com]
Sent: Wednesday, July 18, 2018 3:35 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Roxanne Lerner <roxanne.lerner@tritech.com>; Robert McGrath <robert.mcgrath@tritech.com>; Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: Revised Proposal, Requirement Document Clarification and Draft Contract Documents with Statement of Work and Draft Project Timeline

Hi Sally,

Below are some questions from our team regarding the "TriTech Response to TIA Follow-Up Questions and Requirement Document Clarifications":

1. On page 2, the fields exchanged between CAD and RMS are listed, and under Person Information there is no field for Ethnicity – is that correct?
2. On page 5, the fields parsed from the TTMS return and that are imported to CAD are listed and Ethnicity is not included – is that correct?
3. On page 7, it is stated the Incident Editor allows users to search archive or production data. Is it easy for a user to switch between searching the archive versus searching production data?

4. On page 7, it is stated that adding information to a closed CFS keeps all historical dates and times intact. But what about re-opening to add data to ensure the updated data is sent to RMS (see page 2). Which dates would be affected?
5. On page 7, it is stated that Field Ops will display the locations of other units on the map based on "AVL" which is Automated Vehicle Location. We want to clarify that the officers on foot in the terminal will have their location displayed on all maps in CAD, Mobile and Field Ops? In other words, does their location information from their Smartphones display on these maps for other users to see?
6. On page 8, can you clarify the statement regarding how the Inform Interface with TraCS will allow the officers to populate the TraCS reports with the query data attached to CAD? Does that mean if dispatchers or officers run queries in the TTMS the data can be imported to TraCS reports?
7. On page 9, under the "IQ SEARCH QUERY…" access to legacy data is described. Does this mean that all historical CAD data from our current system would be available in IQ Search, or is it just the 18 months that will be converted?
8. On page 10, the RMS data conversion is described, but it does not mention how far back the conversion will cover. Will all RMS historical data be converted?

Also, can you have the quote updated as follows:

1. Update RMS Maintenance and Support to 24x7.
2. Move the BEAST interface and maintenance to the Optional Items section.
3. Move the FileNet P8 RMS Data Export and maintenance to the main proposed pricing sections.
4. Can the annual maintenance and recurring fees for Year 2 be itemized as it was in a previous quote? It is not clear whether or not the Year 2 through Year 10 figures include the RMS maintenance fees.

Finally, I can't find any references to the "CIM" on the quote or any of the documents from TriTech. Is this a feature that is already included in the licensing and implementation services we have been quoted?

Thanks!

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Friday, June 15, 2018 4:02 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>; Damaris Torres Cordova <DTorresCordova@TampaAirport.com>
Cc: Roxanne Lerner <roxanne.lerner@tritech.com>; Robert McGrath <robert.mcgrath@tritech.com>
Subject: Revised Proposal, Requirement Document Clarification and Draft Contract Documents with Statement of Work and Draft Project Timeline
Importance: High

Stacy and Damaris,
Please see the following documents:

Revised Pricing Proposal

TriTech Response to TIA Follow-Up Questions and Requirement Document Clarifications

Draft Contract Documents with Statement of Work and Draft Project Timeline

All my best,

Sally

From: Stacy Walsh [mailto:SWalsh@TampaAirport.com]
Sent: Wednesday, June 6, 2018 3:26 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>
Subject: RE: Call with Tampa Airport - DFW Contacts

Great, I'll let the group know to see if they want to reach out to any of these airports.

Thanks!

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, June 06, 2018 9:26 AM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>
Subject: RE: Call with Tampa Airport - DFW Contacts

Stacy,
These are the airports who use TriTech Inform CAD, Mobile and in some cases RMS:

Airports:
 Dallas/Ft Worth International Airport
 Denver International Airport
 McCarran International Airport – Las Vegas
 Metropolitan Airport Authority – Minneapolis

We have several others but they are using other versions of TriTech software.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

Thanks Sally! Have a good night!

Thanks,
Stacy

Sent from my iPhone

On May 31, 2018, at 4:02 PM, Sally Olson-Nelson <sally.olson-nelson@tritech.com> wrote:

Stacy,
Here are the contacts at DFW:

	Amanda Eads	Communications Manager	aeads@dfwairport.com	97
	Terry Gierling	Technical/Support Resource	tgierling@dfwairport.com	(9

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

-----Original Appointment-----
From: Sally Olson-Nelson
Sent: Thursday, May 31, 2018 3:06 PM
To: Sally Olson-Nelson; Rebecca Webb; Stacy Walsh (SWalsh@TampaAirport.com);
dtorrescordova@TampaAirport.com
Subject: Call with Tampa Airport - reference response questions
When: Thursday, May 31, 2018 3:30 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: *Conf Bridge - Sales 2 (866-516-8157, Code: 824-618-4303, L-Pin: 4820)

Stacy and Damaris,
These are the questions that we would like to discuss with you. We can use the following conference line:

*Conf Bridge - Sales 2 (866-516-8157, Code: 824-618-4303, L-Pin: 4820)

All my best,

Sally

Q: Please explain this requirement further:

- Pg. 22 - Ability to append comments without being tethered to a single call: The response was not relevant to the requirement. Please provide a response to this requirement or let us know if more detail is needed to respond.

Q: Where is this data stored currently within RMS? Is the data within each RMS incident, or is it stored separately?

- Pg. 33 - Access to older data: The response did not reference the TraCS historical data. Is the conversion included with the TraCS interface? If this is an additional cost, please provide this as an option item on the quote.

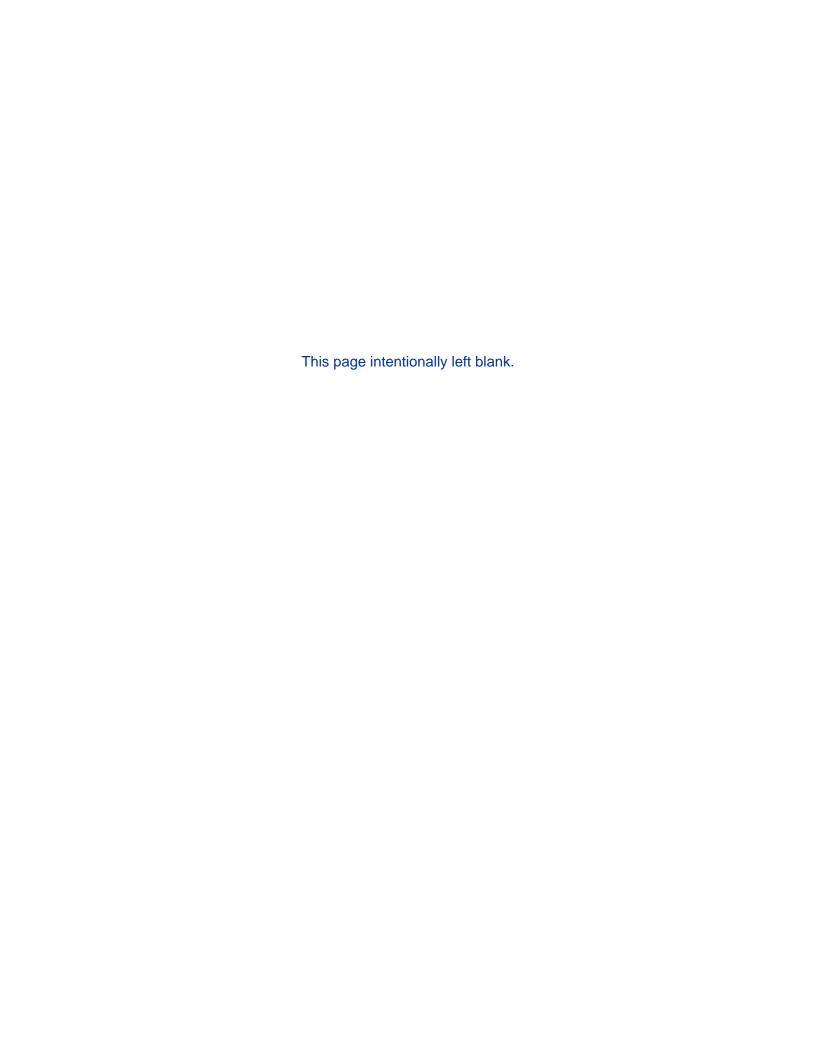Q: How much data in years is requested for Conversion? Larger amounts of data could change the RIM timeline.

- Pg. 33 - Access to older data: Please confirm that all historical records from RMS and CAD will be converted. On pg. 47 the line item for Inform CAD Data Conversion Services states that only 1 year of historical data from a single source will be converted.

This page intentionally left blank.

EMAIL:
TRITECH REVISED RESPONSE DOCUMENT AND COST PROPOSAL INCLUDING HARDWARE LISTING

July 25, 2018
Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachments: Response and Cost Proposal Revisions 7 25 2018.pdf and TIA Hardware Parts list 7 24 2018.pdf

Attachment:
Response and Cost Proposal Revisions 7 25 2018.pdf

July 25, 2018
This file was superseded by the file presented in the section above titled, "Response to Follow-up Questions for Tampa International Airport, Florida" and submitted on August 14, 2018.

Attachment:
TIA Hardware Parts list 7 24 2018.pdf

July 25, 2018
This hardware parts list was superseded by the file, TIA Hardware 7 26 2018, that was submitted July 26, 2018

This page intentionally left blank.

Sally Olson-Nelson

From:	Sally Olson-Nelson
Sent:	Wednesday, July 25, 2018 6:35 PM
To:	Stacy Walsh
Cc:	Damaris Torres Cordova; Trevor Biswas; David Potter; Jerry Freeman
Subject:	TriTech Revised Response Document and Cost Proposal including Hardware Listing
Attachments:	Response and Cost Proposal Revisions 7 25 2018.pdf; TIA Hardware Parts list 7 24 2018.pdf

Importance: High

Stacy, Damaris, Trevor, David and Jerry,

Attached are the following:

> **Updated Response and Cost Proposal Document**
> TIA transmitted a second set of follow up questions to TriTech. The questions and answers that make up *this second set have been placed in text boxes like this one*. Each question and its answer immediately follows the requirement about which the question was asked.

> **This GSA pricing update, per TIA's request:**
>
> > • Removes the 6-months of Vision Support from Project Services pricing
> > • Removes all open market hardware
> > • Increases Field Ops user licenses to 81 positions
> > • Adds current VisionRMS Maintenance to quoted Annual Maintenance o Increases RMS maintenance from 8x5 to 24x7
> >
> > • Moves BEAST interface to optional pricing
> > • Moves FileNet P8 RMS Data Export to base pricing

TriTech does not have a public price list and considers its detailed, line-item pricing to be confidential and proprietary. Under a FOIA request, TriTech can provide a redacted pricing summary showing total pricing but excluding itemized pricing.

> 1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract. **Per our Finance Team, this is still moving along.**
> 2. Update the quote to list the travel expenses with the professional services GSA item number. **TriTech does not have a line item for travel on our current GSA schedule.**
> 3. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers. **Attached here but I noticed Brand Names are missing so I have asked that this be updated but in the meantime I have gone ahead an attached this. I will have the updated list to you tomorrow.**

4. You mentioned you may have a video showing the Caller Location Query (CLQ)? **Sent under a separate email to Stacy on July 18 but also is located at the following:**

The following is the TriTech CLQ video link:

https://www.youtube.com/watch?v=ZPwYIEerEl8&t=11s

Please review the attached and let me know if you have any questions or you need any additional information?

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Tuesday, July 24, 2018 12:26 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document
Importance: High

Hi Sally,

I wanted to follow up with you on the outstanding GSA pricing updates and requested changes for the quote (in the email below as well as attached). I believe we mentioned in the last meeting our internal deadline to receive the updated documents, which is to have everything submitted for review July 31st, in order for the purchase to go to our November Board meeting. Do you think we will be able to make this deadline?

Thanks,

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, July 18, 2018 4:15 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Stacy,
These are currently with our Pricing Coordinator Sam Perkins and Proposal Coordinator Paul Wilson.

I just sent the CLQ Video.

As soon as I have more updates, I will forward them to you.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh [mailto:SWalsh@TampaAirport.com]
Sent: Wednesday, July 18, 2018 12:16 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Liz Byers <Liz.Byers@tritech.com>; Christina Milson <Christina.Milson@tritech.com>; Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Hi Sally,

I'm following up on some items from the CAD Web Demo. Let me know if you have any updates for us:

1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract.
2. Update the quote to list the travel expenses with the professional services GSA item number.
3. Remove the "Vision Support – 6 months…" item from the quote.
4. Remove all hardware listed as Open Market items from the quote.
5. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers.
6. Increase the quantity of the "Field Ops – Companion Pricing – Subscription" to 81 total officers.
7. You mentioned you may have a video showing the Caller Location Query (CLQ)?

I'm also going to send an email with some questions from the team regarding the last response to our high-level requirements. We also have a couple more changes for the quote.

Thanks again to you and your team for all of the help and support with this process.

Thanks!

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Tuesday, July 03, 2018 1:37 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>; Damaris Torres Cordova <DTorresCordova@TampaAirport.com>
Cc: Liz Byers <Liz.Byers@tritech.com>; Christina Milson <Christina.Milson@tritech.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Stacy,
Attached is the TriTech Integration Document that discusses the integration between products.

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

-----Original Appointment-----
From: Sally Olson-Nelson
Sent: Wednesday, June 20, 2018 3:32 PM
To: Sally Olson-Nelson; Liz Byers; Christina Milson; Stacy Walsh (SWalsh@TampaAirport.com); Damaris Torres Cordova (dtorrescordova@tampaairport.com)
Subject: TriTech CAD Webinar
When: Tuesday, July 3, 2018 1:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: https://global.gotomeeting.com/join/355074037

Please join us for a TriTech CAD Webinar, to discuss the following:

Tampa Airport WebX
Tue, Jul 3, 2018 10:00 AM - 11:30 AM PDT

Please join my meeting from your computer, tablet or smartphone.
https://global.gotomeeting.com/join/355074037

You can also dial in using your phone.
United States: +1 (872) 240-3212

Access Code: 355-074-037

2:00 PM – 3:00 PM CAD Questions:

<u>We are requesting a specific remote demonstration of</u> the separate numbering capabilities of Inform CAD.
o Need to see separate numbering for Police, Maintenance and Janitorial types of calls.
o Need to see ability for dispatchers to filter their view to see other jurisdictions/departments' calls if needed.
o Need to see ability to share comments with other jurisdiction dispatchers or mark them confidential.

All my best,

Sally

EMAIL:
RE: TRITECH REVISED RESPONSE DOCUMENT AND COST PROPOSAL INCLUDING HARDWARE LISTING - UPDATED HARDWARE WITH BARCODE INFORMATION

July 26, 2018
Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment: TIA Hardware 7 26 2018

This page intentionally left blank.

Sally Olson-Nelson

From:	Sally Olson-Nelson
Sent:	Thursday, July 26, 2018 11:07 AM
To:	'Stacy Walsh'
Cc:	Damaris Torres Cordova; Trevor Biswas; David Potter; Jerry Freeman
Subject:	RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing - Updated Hardware with Barcode Information
Attachments:	TIA Hardware 7 26 2018.pdf

Everyone,
Attached is the updated hardware listing with the Barcode Hardware information.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

-----Original Message-----
From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Wednesday, July 25, 2018 8:14 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>;
David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: Re: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Not a problem. Thanks for the quick update.

Thanks!
Stacy

Sent from my iPhone

> On Jul 25, 2018, at 7:59 PM, Sally Olson-Nelson <sally.olson-nelson@tritech.com> wrote:
>
> Hi Stacy,
> Paul Wilson apologizes – he was working on two proposals at the same time!
>
> Attached is the corrected version.
>
> The hardware information will follow a little later!
>

> Sally
>
> Sally Olson-Nelson
> Account Manager – Southeast US, Canada and UK TriTech Software Systems
> | http://www.tritech.com<http://www.tritech.com/>
> Direct: (858) 799-7358 | Mobile: (727) 688-7001
>
> Stay Up-to-Date with Your Customer
> Community<https://www.tritech.com/communities>
>
> Check out the latest Inform software
> trainings<https://www.tritech.com/communities/inform>
>
> From: Stacy Walsh <SWalsh@TampaAirport.com>
> Sent: Wednesday, July 25, 2018 6:58 PM
> To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
> Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor
> Biswas <TBiswas@TampaAirport.com>; David Potter
> <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
> Subject: RE: TriTech Revised Response Document and Cost Proposal
> including Hardware Listing
>
> Hi Sally,
>
> Thank you for getting these updates to us today. I haven't fully reviewed the documents but wanted to let you know something I noticed right away so it can be corrected ASAP. On the final page of the proposal document there is what looks like Microsoft Word change tracking markup that mentions "NYS Police".
>
> Also, since you are following up on the hardware list for the brand information, I wanted to point out the list looks like it has server/network hardware instead of the barcoding/evidence hardware and supplies previously on our quote.
>
> Hopefully these can be updated tomorrow.
>
> Good night!
>
> Thanks,
>
> Stacy Walsh / Tampa International Airport / Systems Analyst
> Office: (813) 801-6015 | Cell: (813) 781-3199 | Email:
> SWalsh@TampaAirport.com<mailto:SWalsh@TampaAirport.com>
>
> From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
> Sent: Wednesday, July 25, 2018 6:35 PM
> To: Stacy Walsh
> <SWalsh@TampaAirport.com<mailto:SWalsh@TampaAirport.com>>
> Cc: Damaris Torres Cordova
> <DTorresCordova@TampaAirport.com<mailto:DTorresCordova@TampaAirport.co
> m>>; Trevor Biswas
> <TBiswas@TampaAirport.com<mailto:TBiswas@TampaAirport.com>>; David
> Potter <DPotter@TampaAirport.com<mailto:DPotter@TampaAirport.com>>;
> Jerry Freeman
> <JFreeman@TampaAirport.com<mailto:JFreeman@TampaAirport.com>>

> Subject: TriTech Revised Response Document and Cost Proposal including
> Hardware Listing
> Importance: High
>
> Stacy, Damaris, Trevor, David and Jerry,
>
> Attached are the following:
>
>   Updated Response and Cost Proposal Document TIA
> transmitted a second set of follow up questions to TriTech. The questions and answers that make up this second set have been placed in text boxes like this one. Each question and its answer immediately follows the requirement about which the question was asked.
>
> [cid:image001.png@01D42451.FBC8F8B0]
>
>
> This GSA pricing update, per TIA's request:
>
>
>
> • Removes the 6-months of Vision Support from Project Services pricing
>
> • Removes all open market hardware
>
> • Increases Field Ops user licenses to 81 positions
>
> • Adds current VisionRMS Maintenance to quoted Annual Maintenance o
> Increases RMS maintenance from 8x5 to 24x7
>
>
>
> • Moves BEAST interface to optional pricing
>
> • Moves FileNet P8 RMS Data Export to base pricing
>
>
> TriTech does not have a public price list and considers its detailed, line-item pricing to be confidential and proprietary. Under a FOIA request, TriTech can provide a redacted pricing summary showing total pricing but excluding itemized pricing.
>
>
> 1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract. Per our Finance Team, this is still moving along.
> 2. Update the quote to list the travel expenses with the professional services GSA item number. TriTech does not have a line item for travel on our current GSA schedule.
> 3. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers. Attached here but I noticed Brand Names are missing so I have asked that this be updated but in the meantime I have gone ahead an attached this. I will have the updated list to you tomorrow.
> 4. You mentioned you may have a video showing the Caller Location Query (CLQ)? Sent under a separate email to Stacy on July 18 but also is located at the following:
>
> The following is the TriTech CLQ video link:

>

> https://www.youtube.com/watch?v=ZPwYIEerEl8&t=11s

>

> Please review the attached and let me know if you have any questions or you need any additional information?

>

> All my best,

>

> Sally

>

> Sally Olson-Nelson

> Account Manager – Southeast US, Canada and UK TriTech Software Systems

> | http://www.tritech.com<http://www.tritech.com/>

> Direct: (858) 799-7358 | Mobile: (727) 688-7001

>

> Stay Up-to-Date with Your Customer

> Community<https://www.tritech.com/communities>

>

> Check out the latest Inform software

> trainings<https://www.tritech.com/communities/inform>

>

> From: Stacy Walsh

> <SWalsh@TampaAirport.com<mailto:SWalsh@TampaAirport.com>>

> Sent: Tuesday, July 24, 2018 12:26 PM

> To: Sally Olson-Nelson

> <sally.olson-nelson@tritech.com<mailto:sally.olson-nelson@tritech.com>

> >

> Cc: Damaris Torres Cordova

> <DTorresCordova@TampaAirport.com<mailto:DTorresCordova@TampaAirport.co

> m>>; Trevor Biswas

> <TBiswas@TampaAirport.com<mailto:TBiswas@TampaAirport.com>>; David

> Potter <DPotter@TampaAirport.com<mailto:DPotter@TampaAirport.com>>;

> Jerry Freeman

> <JFreeman@TampaAirport.com<mailto:JFreeman@TampaAirport.com>>

> Subject: RE: TriTech CAD Webinar - TriTech Integration Document

> Importance: High

>

> Hi Sally,

>

> I wanted to follow up with you on the outstanding GSA pricing updates and requested changes for the quote (in the email below as well as attached). I believe we mentioned in the last meeting our internal deadline to receive the updated documents, which is to have everything submitted for review July 31st, in order for the purchase to go to our November Board meeting. Do you think we will be able to make this deadline?

>

> Thanks,

>

> Stacy Walsh / Tampa International Airport / Systems Analyst

> Office: (813) 801-6015 | Cell: (813) 781-3199 | Email:

> SWalsh@TampaAirport.com<mailto:SWalsh@TampaAirport.com>

>

> From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]

> Sent: Wednesday, July 18, 2018 4:15 PM

> To: Stacy Walsh

> <SWalsh@TampaAirport.com<mailto:SWalsh@TampaAirport.com>>
> Cc: Damaris Torres Cordova
> <DTorresCordova@TampaAirport.com<mailto:DTorresCordova@TampaAirport.co
> m>>; Trevor Biswas
> <TBiswas@TampaAirport.com<mailto:TBiswas@TampaAirport.com>>
> Subject: RE: TriTech CAD Webinar - TriTech Integration Document
>
> Stacy,
> These are currently with our Pricing Coordinator Sam Perkins and Proposal Coordinator Paul Wilson.
>
> I just sent the CLQ Video.
>
> As soon as I have more updates, I will forward them to you.
>
> All my best,
>
> Sally
>
> Sally Olson-Nelson
> Account Manager – Southeast US, Canada and UK TriTech Software Systems
> | http://www.tritech.com<http://www.tritech.com/>
> Direct: (858) 799-7358 | Mobile: (727) 688-7001
>
> Stay Up-to-Date with Your Customer
> Community<https://www.tritech.com/communities>
>
> Check out the latest Inform software
> trainings<https://www.tritech.com/communities/inform>
>
> From: Stacy Walsh [mailto:SWalsh@TampaAirport.com]
> Sent: Wednesday, July 18, 2018 12:16 PM
> To: Sally Olson-Nelson
> <sally.olson-nelson@tritech.com<mailto:sally.olson-nelson@tritech.com>
> >
> Cc: Liz Byers <Liz.Byers@tritech.com<mailto:Liz.Byers@tritech.com>>;
> Christina Milson
> <Christina.Milson@tritech.com<mailto:Christina.Milson@tritech.com>>;
> Damaris Torres Cordova
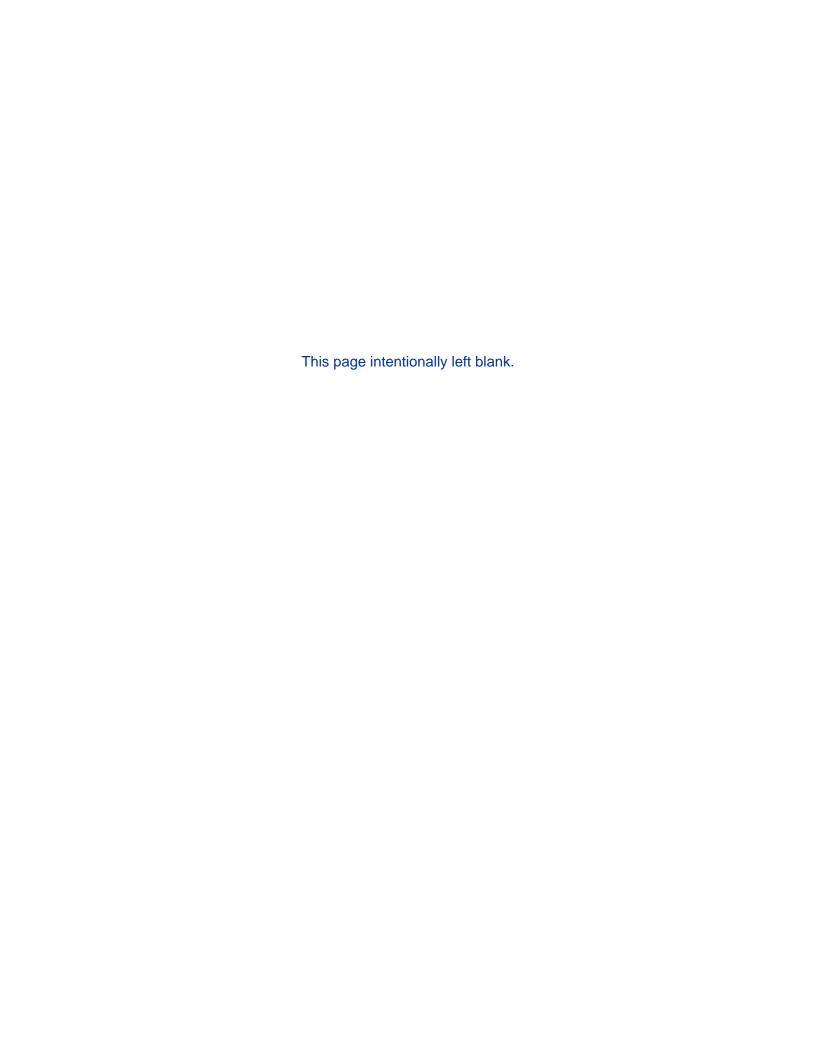> <DTorresCordova@TampaAirport.com<mailto:DTorresCordova@TampaAirport.co
> m>>; Trevor Biswas
> <TBiswas@TampaAirport.com<mailto:TBiswas@TampaAirport.com>>
> Subject: RE: TriTech CAD Webinar - TriTech Integration Document
>
> Hi Sally,
>
> I'm following up on some items from the CAD Web Demo. Let me know if you have any updates for us:
>
>
> 1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract.
> 2. Update the quote to list the travel expenses with the professional services GSA item number.
> 3. Remove the "Vision Support – 6 months…" item from the quote.
> 4. Remove all hardware listed as Open Market items from the quote.

> 5. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers.
> 6. Increase the quantity of the "Field Ops – Companion Pricing – Subscription" to 81 total officers.
> 7. You mentioned you may have a video showing the Caller Location Query (CLQ)?
>
> I'm also going to send an email with some questions from the team regarding the last response to our high-level requirements. We also have a couple more changes for the quote.
>
> Thanks again to you and your team for all of the help and support with this process.
>
> Thanks!
>
> Stacy Walsh / Tampa International Airport / Systems Analyst
> Office: (813) 801-6015 | Cell: (813) 781-3199 | Email:
> SWalsh@TampaAirport.com<mailto:SWalsh@TampaAirport.com>
>
> From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
> Sent: Tuesday, July 03, 2018 1:37 PM
> To: Stacy Walsh
> <SWalsh@TampaAirport.com<mailto:SWalsh@TampaAirport.com>>; Damaris
> Torres Cordova
> <DTorresCordova@TampaAirport.com<mailto:DTorresCordova@TampaAirport.co
> m>>
> Cc: Liz Byers <Liz.Byers@tritech.com<mailto:Liz.Byers@tritech.com>>;
> Christina Milson
> <Christina.Milson@tritech.com<mailto:Christina.Milson@tritech.com>>
> Subject: RE: TriTech CAD Webinar - TriTech Integration Document
>
> Stacy,
> Attached is the TriTech Integration Document that discusses the integration between products.
>
> Sally
>
> Sally Olson-Nelson
> Account Manager – Southeast US, Canada and UK TriTech Software Systems
> | http://www.tritech.com<http://www.tritech.com/>
> Direct: (858) 799-7358 | Mobile: (727) 688-7001
>
> Stay Up-to-Date with Your Customer
> Community<https://www.tritech.com/communities>
>
> Check out the latest Inform software
> trainings<https://www.tritech.com/communities/inform>
>
> -----Original Appointment-----
> From: Sally Olson-Nelson
> Sent: Wednesday, June 20, 2018 3:32 PM
> To: Sally Olson-Nelson; Liz Byers; Christina Milson; Stacy Walsh
> (SWalsh@TampaAirport.com<mailto:SWalsh@TampaAirport.com>); Damaris
> Torres Cordova
> (dtorrescordova@tampaairport.com<mailto:dtorrescordova@tampaairport.co
> m>)
> Subject: TriTech CAD Webinar

> When: Tuesday, July 3, 2018 1:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).
> Where: https://global.gotomeeting.com/join/355074037
>
> Please join us for a TriTech CAD Webinar, to discuss the following:
>
> Tampa Airport WebX
> Tue, Jul 3, 2018 10:00 AM - 11:30 AM PDT
>
> Please join my meeting from your computer, tablet or smartphone.
> https://global.gotomeeting.com/join/355074037
> <https://global.gotomeeting.com/join/355074037>
>
> You can also dial in using your phone.
> United States: +1 (872) 240-3212
>
> Access Code: 355-074-037
>
> 2:00 PM – 3:00 PM CAD Questions:
>
> We are requesting a specific remote demonstration of the separate numbering capabilities of Inform CAD.
> o Need to see separate numbering for Police, Maintenance and Janitorial types of calls.
> o Need to see ability for dispatchers to filter their view to see other jurisdictions/departments' calls if needed.
> o Need to see ability to share comments with other jurisdiction dispatchers or mark them confidential.
>
> All my best,
>
> Sally
>
>
>
> ***** Important Notice *****
>
> The Hillsborough County Aviation Authority is a public agency subject to Chapter 119 of Florida Statutes concerning public records.
>
> E-mail messages are covered under such laws and thus subject to disclosure. All e-mail sent and received is captured by our server and kept as a public record.
>
> <image001.png>
> <Response and Cost Proposal Revisions 7 25 2018v2.pdf>

This page intentionally left blank.

Attachment:
TIA Hardware 7 26 2018

July 26, 2018
Attachment to email dated July 26, 2018

This page intentionally left blank.

Customer: Hillsborough County Aviation Authority -Tampa International Airport
SA Assigned: J. Thau

Site: Primary Site

Brand	Part	Product Description	Quantity
Zebra	ZD420	Inform RMS Web Evidence and Barcode Desktop Printer - Zebra ZD420 Thermal transfer Printer, 4" print width, 203 dpi, USB/Ethernet (Desk/Network Printer)	1
Zebra	10005851	Inform RMS Web Evidence and Barcoding Labels for Zebra printer using Thermal Transfer Labels - 4" x 2" Zebra - barcode Labels 10005851 - 4" x 2"	1
Zebra	Li3678	Zebra – Li3678 Inform RMS Web Evidence and Barcoding Scanner	1
Zebra	02000CT11007	Zebra - 02000CT11007 - 4.33"" (110 mm) wide x 244' (74M) length Wax Ribbon cartridge for use in ZD420 printers	1
Nutanix	SX-1365-G5-17140	HW PLATFORM SX-1365-G5 3 NODE - Nutanix SX-1365-G5 with 3 Nodes, each Node includes (2) 2.1GHz 8 Core Processors, 192GB Ram, (2) 4TB Hard Drives, (1) 1.6TB SSD Drive , and Xpress System Support	1
Nutanix	C-NIC-10G-2-SI	10GBE DUAL SFP+ SI NETWORK ADAPTER	3
Nutanix	S-SXB-1065-G5-1YR	1YR XPRESS SYSTEM SUP FOR SX-1065-G5	3
Nutanix	C-CBL-NONE	SPARE CABLE	1
Nutanix	C-HDD-4TB-3.5	4TB 3.5 HDD	6
Nutanix	C-SSD-1600GB-3.5-C	1600GB 3.5-C SSD	3
Nutanix	C-CPU-2620V4	XEON 2.1G 8C BROADWELL E5-2620 V4 20M CACHE	6
Nutanix	C-MEM-16GB-DDR4-2400	16GB DDR4 MEM MODULE	36
Nutanix	MSN2410-BB2F	SPECTRUM BASED 10GBE/40GBE 1U	2
Nutanix	SUP-SN2000-1S	1YR SILVER TECH SUP & WARR FOR SN2000 SERIES SWITCH	6
Nutanix	MCP1600-C001	1M PASSIVE COPPER CABLE ETH 100GBE 100GB/S QSFP LSZH	2
Nutanix	MC3208411-T	MODULE ETH 1GBE 1GB/S SFP BASE-T UP TO 100M	7
Nutanix	MC3208011-SX	OPTICAL MODULE ETH 1GBE 1GB/S SFP LC-LC SX 850NM UP TO 500M	4
Nutanix	MFM1T02A-SR	SFP+ OPTICAL MODULE FOR 10GBASE-SR	4
Nutanix	MTEF-FANF-A	SPARE - FAN MODULE WITH P2C AIR FLOW	1
Nutanix	MTEF-PSF-AC-A	SPARE - 460W AC POWER SUPPY W/ P2C AIR FLOW	1
Nutanix	SFP-H10GB-CU3M	3m (10ft) 10G SFP+ Passive Direct Attach Copper Twinax Cable	6
Microsoft	9EA-00705	MSFT Windows Server Datacenter 2016 OLV 2-CORE SNGL LICS/SA PK Minimum qty 8 - 3 year Open Value, Full Pay up front 2LICS NL 3YR AQY1	24

	228-07285	Microsoft SQL Server 2016 Standard - License - 1 Server - CALs required - License with 3 years SA - Open Value full pay up front	8
Microsoft			
	VS6-OEPL-AK-C	VSPHERE 6 W/ OPS MGMT ENT PLUS ACCL KIT 6 PROCS	1
VMWare			
	VS6-OEPL-AK-P-SSS-C	PROD SNS VSPHERE W/ OPS MGMT ENT PLUS ACCL KIT 6 PROCS 1YEAR	3
VMWare			

EMAIL:
RE: TRITECH REVISED RESPONSE DOCUMENT AND COST PROPOSAL INCLUDING HARDWARE LISTING

August 14, 2018
Email correspondence from Sally Olson-Nelson to Stacy Walsh answering questions posed in email of August 10, 2018.

This page intentionally left blank.

Sally Olson-Nelson

From:	Sally Olson-Nelson
Sent:	Tuesday, August 14, 2018 12:03 PM
To:	'Stacy Walsh'
Cc:	Damaris Torres Cordova; David Potter; Jerry Freeman; Trevor Biswas
Subject:	RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Categories: Related to Salesforce

Stacy and Everyone,

TriTech continues to work with GSA to add the required products and services to the existing GSA Contract.

In regard to your questions about the latest quote, please see the following in regard to your questions. I will have the revised Proposal to you shortly!

1. Are the following services provided onsite or remote?
    a. Inform CAD User Training Course (Per class - 4-day class up to 10 students) onsite
    b. Inform RMS User Training – Records (3 days) onsite
    c. Inform RMS Output Designer Workshop 3 Day onsite
    d. Inform Report Writing Training (3 days) onsite
    e. Inform Mobile Administration Training Course (Per class - 1-day up to 3 students) onsite
    f. Inform Mobile End-user training for 81 officers onsite
    g. Inform CAD Business Analysis and Consultation Services remote
    h. Field Ops Installation and Training Services remote
2. Please explain the "Training Remote 1/2 Day" item on page 24. It appears to apply to the following services which are all listed as "Onsite". Which is correct? These classes will be provided onsite. We used the ½ Day Training line item in order to use GSA pricing.
    a. Inform RMS End-User Training - Field Officers (2 Days Onsite) for 81 officers
    b. Inform RMS User Training - Investigations (2 Days Onsite)
    c. Inform RMS User Training - Property and Evidence Training (2 Days Onsite)
3. Will the 40 half-days of training for the courses in question 2 be combined to provide 20 full days of onsite training? Yes
4. On page 27, the "Field Ops - Companion Pricing - Subscription" total price does not appear to be correct.   This is corrected in the price proposal.
5. On page 28 (and again on 31) the items listed below are "Open Market" items – is that correct? Correct- not currently on GSA
    a. Inform CAD the Archive Server Software - Maintenance 24x7
    b. Inform CAD The GISLink Utility - Maintenance 24x7
6. On page 29 (and again on 32), we do not understand why "Current VisionRMS and VisionFBR Support" has been added. Shouldn't this be the Inform RMS maintenance fees?   We can change this to Inform RMS maintenance fees—we just wanted to be clear that this is the on-going current RMS/FBR maintenance
7. On page 39, in the Payment Terms section, are the fee percentages based on the project/quote total (including the Year 1 maintenance and Recurring fees)? Maintenance and recurring fees are due at go-live. The Payment terms are based on the project total less maintenance and recurring fees
    a. If not, when are the Year 1 maintenance and Recurring Fees paid?]
8. Can the licensing model (concurrent, per-device, per-user) be listed for each license on the quote including the subscriptions? Added this to our price proposal, which will follow shortly.

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Friday, August 10, 2018 7:06 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Sally,

We understand that TriTech is still working with GSA to add the required products and services to the existing GSA Contract. Has there been any indication from GSA on how much longer this will take? It appears that we will not be able to move forward with the review process for the Board Meeting until this is completed.

We also have questions regarding the latest quote:

1. Are the following services provided onsite or remote?
    a. Inform CAD User Training Course (Per class - 4-day class up to 10 students)
    b. Inform RMS User Training – Records (3 days)
    c. Inform RMS Output Designer Workshop 3 Day
    d. Inform Report Writing Training (3 days)
    e. Inform Mobile Administration Training Course (Per class - 1-day up to 3 students)
    f. Inform Mobile End-user training for 81 officers
    g. Inform CAD Business Analysis and Consultation Services – Field Ops Installation and Training Services
2. Please explain the "Training Remote 1/2 Day" item on page 24. It appears to apply to the following services which are all listed as "Onsite". Which is correct?
    a. Inform RMS End-User Training - Field Officers (2 Days Onsite) for 81 officers
    b. Inform RMS User Training - Investigations (2 Days Onsite)
    c. Inform RMS User Training - Property and Evidence Training (2 Days Onsite)
3. Will the 40 half-days of training for the courses in question 2 be combined to provide 20 full days of onsite training?
4. On page 27, the "Field Ops - Companion Pricing - Subscription" total price does not appear to be correct.
5. On page 28 (and again on 31) the items listed below are "Open Market" items – is that correct?
    a. Inform CAD the Archive Server Software - Maintenance 24x7
    b. Inform CAD The GISLink Utility - Maintenance 24x7
6. On page 29 (and again on 32), we do not understand why "Current VisionRMS and VisionFBR Support" has been added. Shouldn't this be the Inform RMS maintenance fees?
7. On page 39, in the Payment Terms section, are the fee percentages based on the project/quote total (including the Year 1 maintenance and Recurring fees)?
    a. If not, when are the Year 1 maintenance and Recurring Fees paid?]

8. Can the licensing model (concurrent, per-device, per-user) be listed for each license on the quote including the subscriptions?

Can you help me to get these answered? Let me know if I need to clarify anything.

Thanks!

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, July 25, 2018 7:59 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Stacy,
Paul Wilson apologizes – he was working on two proposals at the same time!

Attached is the corrected version.

The hardware information will follow a little later!

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Wednesday, July 25, 2018 6:58 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Sally,

Thank you for getting these updates to us today. I haven't fully reviewed the documents but wanted to let you know something I noticed right away so it can be corrected ASAP. On the final page of the proposal document there is what looks like Microsoft Word change tracking markup that mentions "NYS Police".

Also, since you are following up on the hardware list for the brand information, I wanted to point out the list looks like it has server/network hardware instead of the barcoding/evidence hardware and supplies previously on our quote.

Hopefully these can be updated tomorrow.

Good night!

Thanks,

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, July 25, 2018 6:35 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>;
David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: TriTech Revised Response Document and Cost Proposal including Hardware Listing
Importance: High

Stacy, Damaris, Trevor, David and Jerry,

Attached are the following:

Updated Response and Cost Proposal Document
TIA transmitted a second set of follow up questions to TriTech. The questions and answers that make up *this second set have been placed in text boxes like this one*. Each question and its answer immediately follows the requirement about which the question was asked.

This GSA pricing update, per TIA's request:

- Removes the 6-months of Vision Support from Project Services pricing
- Removes all open market hardware
- Increases Field Ops user licenses to 81 positions
- Adds current VisionRMS Maintenance to quoted Annual Maintenance o Increases RMS maintenance from 8x5 to 24x7

- Moves BEAST interface to optional pricing
- Moves FileNet P8 RMS Data Export to base pricing

TriTech does not have a public price list and considers its detailed, line-item pricing to be confidential and proprietary. Under a FOIA request, TriTech can provide a redacted pricing summary showing total pricing but excluding itemized pricing.

1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract. **Per our Finance Team, this is still moving along.**
2. Update the quote to list the travel expenses with the professional services GSA item number. **TriTech does not have a line item for travel on our current GSA schedule.**
3. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers. **Attached here but I noticed Brand Names are missing so I have asked that this be updated but in the meantime I have gone ahead an attached this. I will have the updated list to you tomorrow.**

4. You mentioned you may have a video showing the Caller Location Query (CLQ)? **Sent under a separate email to Stacy on July 18 but also is located at the following:**

The following is the TriTech CLQ video link:

https://www.youtube.com/watch?v=ZPwYIEerEl8&t=11s

Please review the attached and let me know if you have any questions or you need any additional information?

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Tuesday, July 24, 2018 12:26 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document
Importance: High

Hi Sally,

I wanted to follow up with you on the outstanding GSA pricing updates and requested changes for the quote (in the email below as well as attached). I believe we mentioned in the last meeting our internal deadline to receive the updated documents, which is to have everything submitted for review July 31st, in order for the purchase to go to our November Board meeting. Do you think we will be able to make this deadline?

Thanks,

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, July 18, 2018 4:15 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Stacy,
These are currently with our Pricing Coordinator Sam Perkins and Proposal Coordinator Paul Wilson.

I just sent the CLQ Video.

As soon as I have more updates, I will forward them to you.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh [mailto:SWalsh@TampaAirport.com]
Sent: Wednesday, July 18, 2018 12:16 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Liz Byers <Liz.Byers@tritech.com>; Christina Milson <Christina.Milson@tritech.com>; Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Hi Sally,

I'm following up on some items from the CAD Web Demo. Let me know if you have any updates for us:

1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract.
2. Update the quote to list the travel expenses with the professional services GSA item number.
3. Remove the "Vision Support – 6 months…" item from the quote.
4. Remove all hardware listed as Open Market items from the quote.
5. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers.
6. Increase the quantity of the "Field Ops – Companion Pricing – Subscription" to 81 total officers.
7. You mentioned you may have a video showing the Caller Location Query (CLQ)?

I'm also going to send an email with some questions from the team regarding the last response to our high-level requirements. We also have a couple more changes for the quote.

Thanks again to you and your team for all of the help and support with this process.

Thanks!

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Tuesday, July 03, 2018 1:37 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>; Damaris Torres Cordova <DTorresCordova@TampaAirport.com>
Cc: Liz Byers <Liz.Byers@tritech.com>; Christina Milson <Christina.Milson@tritech.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Stacy,
Attached is the TriTech Integration Document that discusses the integration between products.

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

-----Original Appointment-----
From: Sally Olson-Nelson
Sent: Wednesday, June 20, 2018 3:32 PM
To: Sally Olson-Nelson; Liz Byers; Christina Milson; Stacy Walsh (SWalsh@TampaAirport.com); Damaris Torres Cordova (dtorrescordova@tampaairport.com)
Subject: TriTech CAD Webinar
When: Tuesday, July 3, 2018 1:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: https://global.gotomeeting.com/join/355074037

Please join us for a TriTech CAD Webinar, to discuss the following:

Tampa Airport WebX
Tue, Jul 3, 2018 10:00 AM - 11:30 AM PDT

Please join my meeting from your computer, tablet or smartphone.
https://global.gotomeeting.com/join/355074037

You can also dial in using your phone.
United States: +1 (872) 240-3212

Access Code: 355-074-037

2:00 PM – 3:00 PM CAD Questions:

We are requesting a specific remote demonstration of the separate numbering capabilities of Inform CAD.
o Need to see separate numbering for Police, Maintenance and Janitorial types of calls.
o Need to see ability for dispatchers to filter their view to see other jurisdictions/departments' calls if needed.
o Need to see ability to share comments with other jurisdiction dispatchers or mark them confidential.

All my best,

Sally

***** Important Notice *****

This page intentionally left blank.

EMAIL:
**RE: TRITECH REVISED RESPONSE DOCUMENT AND COST PROPOSAL INCLUDING
HARDWARE LISTING - UPDATED PROPOSAL**

August 14, 2018
Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment: TriTech
Second Response updated cost proposal 8 14 2018.pdf. This email submitted the document
titled, "Response to Follow-up Questions for Tampa International Airport, Florida" and submitted
on August 14, 2018.

Attachment:
Response to Follow-up Questions for Tampa International Airport, Florida

August 14, 2018
This file is presented in the Proposal section above titled, "Response to Follow-up Questions for
Tampa International Airport, Florida" and submitted on August 14, 2018.

This page intentionally left blank.

Stacy and Everyone,

I am working on getting a more definitive answer on the GSA progress.

In the meantime, attached is the following revised proposal with these changes:

> This pricing update, dated August 14:
> - Corrects the line item pricing for the Field Ops subscription
> - Edits label for RMS support to reflect support for Inform RMS
> - Adds notes stating the licensing model for each license/subscription
>
> Changes included in this pricing update are indicated by orange text.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Tuesday, August 14, 2018 12:35 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; David Potter
<DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>; Trevor Biswas
<TBiswas@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Sally,

Thanks so much for the response to our questions regarding the quote.

I was hoping for a more definitive answer on the GSA progress. We need to provide an update to our Chief
on the status of this project and the potential delay due to the GSA issue.

Thanks,

Stacy Walsh / Tampa International Airport / Systems Analyst

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Tuesday, August 14, 2018 12:03 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; David Potter
<DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>; Trevor Biswas
<TBiswas@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Stacy and Everyone,

TriTech continues to work with GSA to add the required products and services to the existing GSA Contract.

In regard to your questions about the latest quote, please see the following in regard to your questions. I
will have the revised Proposal to you shortly!

1. Are the following services provided onsite or remote?
    a. Inform CAD User Training Course (Per class - 4-day class up to 10 students) onsite
    b. Inform RMS User Training – Records (3 days) onsite
    c. Inform RMS Output Designer Workshop 3 Day onsite
    d. Inform Report Writing Training (3 days) onsite
    e. Inform Mobile Administration Training Course (Per class - 1-day up to 3 students) onsite
    f. Inform Mobile End-user training for 81 officers onsite
    g. Inform CAD Business Analysis and Consultation Services remote
    h. Field Ops Installation and Training Services remote
2. Please explain the "Training Remote 1/2 Day" item on page 24. It appears to apply to the following
   services which are all listed as "Onsite". Which is correct? These classes will be provided onsite. We
   used the ½ Day Training line item in order to use GSA pricing.
    a. Inform RMS End-User Training - Field Officers (2 Days Onsite) for 81 officers
    b. Inform RMS User Training - Investigations (2 Days Onsite)
    c. Inform RMS User Training - Property and Evidence Training (2 Days Onsite)
2. Will the 40 half-days of training for the courses in question 2 be combined to provide 20 full days of
   onsite training? Yes
3. On page 27, the "Field Ops - Companion Pricing - Subscription" total price does not appear to be
   correct.   This is corrected in the price proposal.
4. On page 28 (and again on 31) the items listed below are "Open Market" items – is that correct?
   Correct- not currently on GSA
    a. Inform CAD the Archive Server Software - Maintenance 24x7
    b. Inform CAD The GISLink Utility - Maintenance 24x7
5. On page 29 (and again on 32), we do not understand why "Current VisionRMS and VisionFBR
   Support" has been added. Shouldn't this be the Inform RMS maintenance fees? We can change this
   to Inform RMS maintenance fees—we just wanted to be clear that this is the on-going current
   RMS/FBR maintenance
6. On page 39, in the Payment Terms section, are the fee percentages based on the project/quote total
   (including the Year 1 maintenance and Recurring fees)? Maintenance and recurring fees are due at
   go-live. The Payment terms are based on the project total less maintenance and recurring fees
    a. If not, when are the Year 1 maintenance and Recurring Fees paid?]

7. Can the licensing model (concurrent, per-device, per-user) be listed for each license on the quote including the subscriptions? Added this to our price proposal, which will follow shortly.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Friday, August 10, 2018 7:06 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Sally,

We understand that TriTech is still working with GSA to add the required products and services to the existing GSA Contract. Has there been any indication from GSA on how much longer this will take? It appears that we will not be able to move forward with the review process for the Board Meeting until this is completed.

We also have questions regarding the latest quote:

1. Are the following services provided onsite or remote?
    a. Inform CAD User Training Course (Per class - 4-day class up to 10 students)
    b. Inform RMS User Training – Records (3 days)
    c. Inform RMS Output Designer Workshop 3 Day
    d. Inform Report Writing Training (3 days)
    e. Inform Mobile Administration Training Course (Per class - 1-day up to 3 students)
    f. Inform Mobile End-user training for 81 officers
    g. Inform CAD Business Analysis and Consultation Services – Field Ops Installation and Training Services
2. Please explain the "Training Remote 1/2 Day" item on page 24. It appears to apply to the following services which are all listed as "Onsite". Which is correct?
    a. Inform RMS End-User Training - Field Officers (2 Days Onsite) for 81 officers
    b. Inform RMS User Training - Investigations (2 Days Onsite)
    c. Inform RMS User Training - Property and Evidence Training (2 Days Onsite)
3. Will the 40 half-days of training for the courses in question 2 be combined to provide 20 full days of onsite training?
4. On page 27, the "Field Ops - Companion Pricing - Subscription" total price does not appear to be

correct.

5. On page 28 (and again on 31) the items listed below are "Open Market" items – is that correct?
   a. Inform CAD the Archive Server Software - Maintenance 24x7
   b. Inform CAD The GISLink Utility - Maintenance 24x7
6. On page 29 (and again on 32), we do not understand why "Current VisionRMS and VisionFBR Support" has been added. Shouldn't this be the Inform RMS maintenance fees?
7. On page 39, in the Payment Terms section, are the fee percentages based on the project/quote total (including the Year 1 maintenance and Recurring fees)?
   a. If not, when are the Year 1 maintenance and Recurring Fees paid?]
8. Can the licensing model (concurrent, per-device, per-user) be listed for each license on the quote including the subscriptions?

Can you help me to get these answered? Let me know if I need to clarify anything.

Thanks!

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, July 25, 2018 7:59 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Stacy,
Paul Wilson apologizes – he was working on two proposals at the same time!

Attached is the corrected version.

The hardware information will follow a little later!

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Wednesday, July 25, 2018 6:58 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman

<<JFreeman@TampaAirport.com>>

Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Sally,

Thank you for getting these updates to us today. I haven't fully reviewed the documents but wanted to let you know something I noticed right away so it can be corrected ASAP. On the final page of the proposal document there is what looks like Microsoft Word change tracking markup that mentions "NYS Police".

Also, since you are following up on the hardware list for the brand information, I wanted to point out the list looks like it has server/network hardware instead of the barcoding/evidence hardware and supplies previously on our quote.

Hopefully these can be updated tomorrow.

Good night!

Thanks,

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, July 25, 2018 6:35 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: TriTech Revised Response Document and Cost Proposal including Hardware Listing
Importance: High

Stacy, Damaris, Trevor, David and Jerry,

Attached are the following:

Updated Response and Cost Proposal Document
TIA transmitted a second set of follow up questions to TriTech. The questions and answers that make up *this second set have been placed in text boxes like this one.* Each question and its answer immediately follows the requirement about which the question was asked.

> TIA transmitted a second set of follow up questions to TriTech. The questions and answers that make up this second set have been placed in text boxes like this one. Each question and its answer immediately follows the requirement about which the question was asked.

This GSA pricing update, per TIA's request:

- Removes the 6-months of Vision Support from Project Services pricing

- Removes all open market hardware
- Increases Field Ops user licenses to 81 positions
- Adds current VisionRMS Maintenance to quoted Annual Maintenance o Increases RMS maintenance from 8x5 to 24x7

- Moves BEAST interface to optional pricing
- Moves FileNet P8 RMS Data Export to base pricing

TriTech does not have a public price list and considers its detailed, line-item pricing to be confidential and proprietary. Under a FOIA request, TriTech can provide a redacted pricing summary showing total pricing but excluding itemized pricing.

1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract. **Per our Finance Team, this is still moving along.**
2. Update the quote to list the travel expenses with the professional services GSA item number. **TriTech does not have a line item for travel on our current GSA schedule.**
3. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers. **Attached here but I noticed Brand Names are missing so I have asked that this be updated but in the meantime I have gone ahead an attached this. I will have the updated list to you tomorrow.**
4. You mentioned you may have a video showing the Caller Location Query (CLQ)? **Sent under a separate email to Stacy on July 18 but also is located at the following:**

The following is the TriTech CLQ video link:

https://www.youtube.com/watch?v=ZPwYIEerEl8&t=11s

Please review the attached and let me know if you have any questions or you need any additional information?

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Tuesday, July 24, 2018 12:26 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Importance: High

Hi Sally,

I wanted to follow up with you on the outstanding GSA pricing updates and requested changes for the quote (in the email below as well as attached). I believe we mentioned in the last meeting our internal deadline to receive the updated documents, which is to have everything submitted for review July 31st, in order for the purchase to go to our November Board meeting. Do you think we will be able to make this deadline?

Thanks,

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, July 18, 2018 4:15 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Stacy,
These are currently with our Pricing Coordinator Sam Perkins and Proposal Coordinator Paul Wilson.

I just sent the CLQ Video.

As soon as I have more updates, I will forward them to you.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh [mailto:SWalsh@TampaAirport.com]
Sent: Wednesday, July 18, 2018 12:16 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Liz Byers <Liz.Byers@tritech.com>; Christina Milson <Christina.Milson@tritech.com>; Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Hi Sally,

I'm following up on some items from the CAD Web Demo. Let me know if you have any updates for us:

1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract.
2. Update the quote to list the travel expenses with the professional services GSA item number.
3. Remove the "Vision Support – 6 months…" item from the quote.
4. Remove all hardware listed as Open Market items from the quote.
5. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers.
6. Increase the quantity of the "Field Ops – Companion Pricing – Subscription" to 81 total officers.
7. You mentioned you may have a video showing the Caller Location Query (CLQ)?

I'm also going to send an email with some questions from the team regarding the last response to our high-level requirements. We also have a couple more changes for the quote.

Thanks again to you and your team for all of the help and support with this process.

Thanks!

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Tuesday, July 03, 2018 1:37 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>; Damaris Torres Cordova <DTorresCordova@TampaAirport.com>
Cc: Liz Byers <Liz.Byers@tritech.com>; Christina Milson <Christina.Milson@tritech.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Stacy,
Attached is the TriTech Integration Document that discusses the integration between products.

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

-----Original Appointment-----
From: Sally Olson-Nelson
Sent: Wednesday, June 20, 2018 3:32 PM
To: Sally Olson-Nelson; Liz Byers; Christina Milson; Stacy Walsh (SWalsh@TampaAirport.com); Damaris Torres Cordova (dtorrescordova@tampaairport.com)
Subject: TriTech CAD Webinar
When: Tuesday, July 3, 2018 1:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).

Where: https://global.gotomeeting.com/join/355074037

Please join us for a TriTech CAD Webinar, to discuss the following:

Tampa Airport WebX

Tue, Jul 3, 2018 10:00 AM - 11:30 AM PDT

Please join my meeting from your computer, tablet or smartphone.
https://global.gotomeeting.com/join/355074037

You can also dial in using your phone.
United States: +1 (872) 240-3212

Access Code: 355-074-037

2:00 PM – 3:00 PM CAD Questions:

We are requesting a specific remote demonstration of the separate numbering capabilities of Inform CAD.
o Need to see separate numbering for Police, Maintenance and Janitorial types of calls.
o Need to see ability for dispatchers to filter their view to see other jurisdictions/departments' calls if needed.
o Need to see ability to share comments with other jurisdiction dispatchers or mark them confidential.

All my best,

Sally

***** Important Notice *****

The Hillsborough County Aviation Authority is a public agency subject to Chapter 119 of Florida Statutes concerning public records.

E-mail messages are covered under such laws and thus subject to disclosure. All e-mail sent and received is captured by our server and kept as a public record.

This page intentionally left blank.

EMAIL:
RE: TRITECH REVISED RESPONSE DOCUMENT AND COST PROPOSAL INCLUDING HARDWARE LISTING - UPDATED PROPOSAL

August 16, 2018
Email correspondence from Stacy Walsh to Sally Olson-Nelson. This email requests that TriTech provide this consolidation of previous proposal responses, email correspondence, and a new price proposal.

This page intentionally left blank.

Hi Sally,

The HCAA team has met to review all of the items required to complete the internal review process needed before we can submit our formal request to the HCAA Board in December. We have determined that we need the following items from TriTech in your "Final" Proposal no later than September 4, 2018 to support this effort:

1. The actual date TriTech submitted the request to GSA to add the remaining Open Market items to the existing GSA contract.
   a. If the items have not yet been submitted, please explain and provide the expected date they will be submitted.
2. Update the TriTech Final Proposal to incorporate all responses, updates and answers provided in documents, emails and/or verbally that have been agreed to between TriTech and the HCAA, please provide additional content and clarity in the appendix.
3. The Final Proposal should include:
   a. Final SOW – updated to reflect all changes, RACI, and deliverables.
   b. Final agreements – updated to reflect all changes in the proposal.
   c. Proposed project schedule, with milestones – updated to reflect all changes in the proposal.
   d. All assumptions TriTech based its solution, schedule and prices on within the proposal.

In addition, the "Inform RMS Maintenance" items listed in the Proposed Pricing should reflect the GSA contract item numbers if they are on the existing GSA contract.

We would like to suggest a conference call to be scheduled early next week to discuss the items requested. Please let us know by Monday when we can schedule this call.

Thanks,

Stacy Walsh / **Tampa International Airport** / **Systems Analyst**
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Tuesday, August 14, 2018 3:12 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; David Potter
<DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>; Trevor Biswas
<TBiswas@TampaAirport.com>; Proposals <Proposals@tritech.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing - Updated Proposal

Stacy and Everyone,
I am working on getting a more definitive answer on the GSA progress.

In the meantime, attached is the following revised proposal with these changes:

This pricing update, dated August 14:

- Corrects the line item pricing for the Field Ops subscription
- Edits label for RMS support to reflect support for Inform RMS
- Adds notes stating the licensing model for each license/subscription

Changes included in this pricing update are indicated by orange text.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Tuesday, August 14, 2018 12:35 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Sally,

Thanks so much for the response to our questions regarding the quote.

I was hoping for a more definitive answer on the GSA progress. We need to provide an update to our Chief on the status of this project and the potential delay due to the GSA issue.

Thanks,

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Tuesday, August 14, 2018 12:03 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Stacy and Everyone,

TriTech continues to work with GSA to add the required products and services to the existing GSA Contract.

In regard to your questions about the latest quote, please see the following in regard to your questions. I will have the revised Proposal to you shortly!

1. Are the following services provided onsite or remote?
   a. Inform CAD User Training Course (Per class - 4-day class up to 10 students) onsite
   b. Inform RMS User Training – Records (3 days) onsite
   c. Inform RMS Output Designer Workshop 3 Day onsite
   d. Inform Report Writing Training (3 days) onsite
   e. Inform Mobile Administration Training Course (Per class - 1-day up to 3 students) onsite
   f. Inform Mobile End-user training for 81 officers onsite
   g. Inform CAD Business Analysis and Consultation Services remote
   h. Field Ops Installation and Training Services remote
2. Please explain the "Training Remote 1/2 Day" item on page 24. It appears to apply to the following services which are all listed as "Onsite". Which is correct? These classes will be provided onsite. We used the ½ Day Training line item in order to use GSA pricing.
   a. Inform RMS End-User Training - Field Officers (2 Days Onsite) for 81 officers
   b. Inform RMS User Training - Investigations (2 Days Onsite)
   c. Inform RMS User Training - Property and Evidence Training (2 Days Onsite)
2. Will the 40 half-days of training for the courses in question 2 be combined to provide 20 full days of onsite training? Yes
3. On page 27, the "Field Ops - Companion Pricing - Subscription" total price does not appear to be correct.   This is corrected in the price proposal.
4. On page 28 (and again on 31) the items listed below are "Open Market" items – is that correct? Correct- not currently on GSA
   a. Inform CAD the Archive Server Software - Maintenance 24x7
   b. Inform CAD The GISLink Utility - Maintenance 24x7
5. On page 29 (and again on 32), we do not understand why "Current VisionRMS and VisionFBR Support" has been added. Shouldn't this be the Inform RMS maintenance fees?   We can change this to Inform RMS maintenance fees—we just wanted to be clear that this is the on-going current RMS/FBR maintenance
6. On page 39, in the Payment Terms section, are the fee percentages based on the project/quote total (including the Year 1 maintenance and Recurring fees)? Maintenance and recurring fees are due at go-live. The Payment terms are based on the project total less maintenance and recurring fees
   a. If not, when are the Year 1 maintenance and Recurring Fees paid?]
7. Can the licensing model (concurrent, per-device, per-user) be listed for each license on the quote including the subscriptions? Added this to our price proposal, which will follow shortly.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Friday, August 10, 2018 7:06 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Sally,

We understand that TriTech is still working with GSA to add the required products and services to the existing GSA Contract. Has there been any indication from GSA on how much longer this will take? It appears that we will not be able to move forward with the review process for the Board Meeting until this is completed.

We also have questions regarding the latest quote:

1. Are the following services provided onsite or remote?
   a. Inform CAD User Training Course (Per class - 4-day class up to 10 students)
   b. Inform RMS User Training – Records (3 days)
   c. Inform RMS Output Designer Workshop 3 Day
   d. Inform Report Writing Training (3 days)
   e. Inform Mobile Administration Training Course (Per class - 1-day up to 3 students)
   f. Inform Mobile End-user training for 81 officers
   g. Inform CAD Business Analysis and Consultation Services – Field Ops Installation and Training Services
2. Please explain the "Training Remote 1/2 Day" item on page 24. It appears to apply to the following services which are all listed as "Onsite". Which is correct?
   a. Inform RMS End-User Training - Field Officers (2 Days Onsite) for 81 officers
   b. Inform RMS User Training - Investigations (2 Days Onsite)
   c. Inform RMS User Training - Property and Evidence Training (2 Days Onsite)
3. Will the 40 half-days of training for the courses in question 2 be combined to provide 20 full days of onsite training?
4. On page 27, the "Field Ops - Companion Pricing - Subscription" total price does not appear to be correct.
5. On page 28 (and again on 31) the items listed below are "Open Market" items – is that correct?
   a. Inform CAD the Archive Server Software - Maintenance 24x7
   b. Inform CAD The GISLink Utility - Maintenance 24x7
6. On page 29 (and again on 32), we do not understand why "Current VisionRMS and VisionFBR Support" has been added. Shouldn't this be the Inform RMS maintenance fees?
7. On page 39, in the Payment Terms section, are the fee percentages based on the project/quote total (including the Year 1 maintenance and Recurring fees)?
   a. If not, when are the Year 1 maintenance and Recurring Fees paid?]
8. Can the licensing model (concurrent, per-device, per-user) be listed for each license on the quote including the subscriptions?

Can you help me to get these answered? Let me know if I need to clarify anything.

Thanks!

Stacy Walsh / **Tampa International Airport** / **Systems Analyst**
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, July 25, 2018 7:59 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas
<TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman
<JFreeman@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Stacy,
Paul Wilson apologizes – he was working on two proposals at the same time!

Attached is the corrected version.

The hardware information will follow a little later!

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Wednesday, July 25, 2018 6:58 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas
<TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman
<JFreeman@TampaAirport.com>
Subject: RE: TriTech Revised Response Document and Cost Proposal including Hardware Listing

Hi Sally,

Thank you for getting these updates to us today. I haven't fully reviewed the documents but wanted to let you know something I noticed right away so it can be corrected ASAP. On the final page of the proposal document there is what looks like Microsoft Word change tracking markup that mentions "NYS Police".

Also, since you are following up on the hardware list for the brand information, I wanted to point out the list looks like it has server/network hardware instead of the barcoding/evidence hardware and supplies previously on our quote.

Hopefully these can be updated tomorrow.

Good night!

Thanks,

Stacy Walsh / **Tampa International Airport** / **Systems Analyst**
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Wednesday, July 25, 2018 6:35 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: TriTech Revised Response Document and Cost Proposal including Hardware Listing
Importance: High

Stacy, Damaris, Trevor, David and Jerry,

Attached are the following:

Updated Response and Cost Proposal Document
TIA transmitted a second set of follow up questions to TriTech. The questions and answers that make up *this second set have been placed in text boxes like this one*. Each question and its answer immediately follows the requirement about which the question was asked.

> TIA transmitted a second set of follow up questions to TriTech. The questions and answers that make up this second set have been placed in text boxes like this one. Each question and its answer immediately follows the requirement about which the question was asked.

This GSA pricing update, per TIA's request:

- Removes the 6-months of Vision Support from Project Services pricing
- Removes all open market hardware
- Increases Field Ops user licenses to 81 positions
- Adds current VisionRMS Maintenance to quoted Annual Maintenance o Increases RMS maintenance from 8x5 to 24x7

- Moves BEAST interface to optional pricing
- Moves FileNet P8 RMS Data Export to base pricing

TriTech does not have a public price list and considers its detailed, line-item pricing to be confidential and proprietary. Under a FOIA request, TriTech can provide a redacted pricing summary showing total pricing but excluding itemized pricing.

1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract. **Per our Finance Team, this is still moving along.**
2. Update the quote to list the travel expenses with the professional services GSA item number. **TriTech does not have a line item for travel on our current GSA schedule.**
3. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers. **Attached here but I noticed Brand Names are missing so I have asked that this be updated but in the meantime I have gone ahead an attached this. I will have the updated list to you tomorrow.**
4. You mentioned you may have a video showing the Caller Location Query (CLQ)? **Sent under a separate email to Stacy on July 18 but also is located at the following:**

The following is the TriTech CLQ video link:

https://www.youtube.com/watch?v=ZPwYIEerEl8&t=11s

Please review the attached and let me know if you have any questions or you need any additional information?

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Stacy Walsh <SWalsh@TampaAirport.com>
Sent: Tuesday, July 24, 2018 12:26 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Trevor Biswas <TBiswas@TampaAirport.com>; David Potter <DPotter@TampaAirport.com>; Jerry Freeman <JFreeman@TampaAirport.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document
Importance: High

Hi Sally,

I wanted to follow up with you on the outstanding GSA pricing updates and requested changes for the quote (in the email below as well as attached). I believe we mentioned in the last meeting our internal deadline to receive the updated documents, which is to have everything submitted for review July 31st, in order for the purchase to go to our November Board meeting. Do you think we will be able to make this deadline?

Thanks,

Stacy Walsh / **Tampa International Airport** / **Systems Analyst**

Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

Stacy,
These are currently with our Pricing Coordinator Sam Perkins and Proposal Coordinator Paul Wilson.

I just sent the CLQ Video.

As soon as I have more updates, I will forward them to you.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

Hi Sally,

I'm following up on some items from the CAD Web Demo. Let me know if you have any updates for us:

1. Update on progress of getting the various remaining "Open Market" items added to the GSA contract.
2. Update the quote to list the travel expenses with the professional services GSA item number.
3. Remove the "Vision Support – 6 months…" item from the quote.
4. Remove all hardware listed as Open Market items from the quote.
5. Send us the brand/model numbers for all hardware listed on the quote so that we can order from other suppliers.
6. Increase the quantity of the "Field Ops – Companion Pricing – Subscription" to 81 total officers.
7. You mentioned you may have a video showing the Caller Location Query (CLQ)?

I'm also going to send an email with some questions from the team regarding the last response to our high-

level requirements. We also have a couple more changes for the quote.

Thanks again to you and your team for all of the help and support with this process.

Thanks!

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

---

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Tuesday, July 03, 2018 1:37 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>; Damaris Torres Cordova
<DTorresCordova@TampaAirport.com>
Cc: Liz Byers <Liz.Byers@tritech.com>; Christina Milson <Christina.Milson@tritech.com>
Subject: RE: TriTech CAD Webinar - TriTech Integration Document

Stacy,
Attached is the TriTech Integration Document that discusses the integration between products.

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

-----Original Appointment-----
From: Sally Olson-Nelson
Sent: Wednesday, June 20, 2018 3:32 PM
To: Sally Olson-Nelson; Liz Byers; Christina Milson; Stacy Walsh (SWalsh@TampaAirport.com); Damaris
Torres Cordova (dtorrescordova@tampaairport.com)
Subject: TriTech CAD Webinar
When: Tuesday, July 3, 2018 1:00 PM-2:30 PM (UTC-05:00) Eastern Time (US & Canada).
Where: https://global.gotomeeting.com/join/355074037

Please join us for a TriTech CAD Webinar, to discuss the following:

Tampa Airport WebX
Tue, Jul 3, 2018 10:00 AM - 11:30 AM PDT

Please join my meeting from your computer, tablet or smartphone.
https://global.gotomeeting.com/join/355074037

You can also dial in using your phone.
United States: +1 (872) 240-3212

Access Code: 355-074-037

2:00 PM – 3:00 PM CAD Questions:

<u>We are requesting a specific remote demonstration of</u> the separate numbering capabilities of Inform CAD.
o Need to see separate numbering for Police, Maintenance and Janitorial types of calls.
o Need to see ability for dispatchers to filter their view to see other jurisdictions/departments' calls if needed.
o Need to see ability to share comments with other jurisdiction dispatchers or mark them confidential.

All my best,

Sally

EMAIL:
RE: CALL WITH TAMPA AIRPORT - DATA CONVERSION FOR CAD

August 28, 2018
Email correspondence from Sally Olson-Nelson to Stacy Walsh including attachment: Incident-Premise-CautionNote Data Conversions_CAD.pdf

This page intentionally left blank.

I know the number of months was included in the latest response document, but let's include the attachment to this email since it describes the process. The email itself wouldn't be needed since this was changed from 1 year to 18 months in the latest response.

Thanks!

Stacy Walsh / Tampa International Airport / Systems Analyst
Office: (813) 801-6015 | Cell: (813) 781-3199 | Email: SWalsh@TampaAirport.com

From: Sally Olson-Nelson [mailto:sally.olson-nelson@tritech.com]
Sent: Tuesday, August 28, 2018 4:01 PM
To: Stacy Walsh <SWalsh@TampaAirport.com>; Paul Wilson <paul.wilson@tritech.com>
Subject: FW: Call with Tampa Airport - Data Conversion for CAD
Importance: High

Stacy,
Should we include this email?

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

From: Sally Olson-Nelson
Sent: Wednesday, June 6, 2018 9:16 AM
To: Stacy Walsh <SWalsh@TampaAirport.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>; Rebecca Webb (Rebecca.Webb@tritech.com) <Rebecca.Webb@tritech.com>
Subject: RE: Call with Tampa Airport - Data Conversion for CAD
Importance: High

Stacy,
The current quote has the following line item for the CAD Data Conversion.

Open Market Product	CUSTOMPRODUCT	Inform CAD Data Conversion Services (Caution Notes, Premises and Historical Data Conversion). This includes one year (4 quarters) of historical data from a single source. (Based on TriTech's template)	$31,500.00	1	$31,500.00	$0.00	$31,500.00

Caution Notes, Premises and Historical data get converted through this process which includes 1 year of data.

Would you want this increased to 2 years? Or 5 years? Or 10 years? I have also included a document that explains this information in detail?

We could also show the additional years as an option in the quote if you would like that?

Let me know how you would like us to handle this. I think that this is the last item on the quote that we had questions about.

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

From: Stacy Walsh [mailto:SWalsh@TampaAirport.com]
Sent: Thursday, May 31, 2018 5:31 PM
To: Sally Olson-Nelson <sally.olson-nelson@tritech.com>
Cc: Damaris Torres Cordova <DTorresCordova@TampaAirport.com>
Subject: Re: Call with Tampa Airport - DFW Contacts

Thanks Sally! Have a good night!

Thanks,
Stacy

Sent from my iPhone

On May 31, 2018, at 4:02 PM, Sally Olson-Nelson <sally.olson-nelson@tritech.com> wrote:

Stacy,
Here are the contacts at DFW:

Amanda Eads	Communications Manager	aeads@dfwairport.com	972-973-3210
Terry Gierling	Technical/Support Resource	tgierling@dfwairport.com	(972) 973-5818

All my best,

Sally

Sally Olson-Nelson
Account Manager – Southeast US, Canada and UK
TriTech Software Systems | http://www.tritech.com
Direct: (858) 799-7358 | Mobile: (727) 688-7001

Stay Up-to-Date with Your Customer Community

Check out the latest Inform software trainings

-----Original Appointment-----
From: Sally Olson-Nelson
Sent: Thursday, May 31, 2018 3:06 PM
To: Sally Olson-Nelson; Rebecca Webb; Stacy Walsh (SWalsh@TampaAirport.com); dtorrescordova@TampaAirport.com
Subject: Call with Tampa Airport - reference response questions
When: Thursday, May 31, 2018 3:30 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: *Conf Bridge - Sales 2 (866-516-8157, Code: 824-618-4303, L-Pin: 4820)

Stacy and Damaris,
These are the questions that we would like to discuss with you. We can use the following conference line:

*Conf Bridge - Sales 2 (866-516-8157, Code: 824-618-4303, L-Pin: 4820)

All my best,

Sally

Q: Please explain this requirement further:
- Pg. 22 - Ability to append comments without being tethered to a single call: The response was not relevant to the requirement. Please provide a response to this requirement or let us know if more detail is needed to respond.

Q: Where is this data stored currently within RMS? Is the data within each RMS incident, or is it stored separately?
- Pg. 33 - Access to older data: The response did not reference the TraCS historical data. Is the conversion included with the TraCS interface? If this is an additional cost, please provide this as an option item on the quote.

Q: How much data in years is requested for Conversion? Larger amounts of data could change the RIM timeline.
- Pg. 33 - Access to older data: Please confirm that all historical records from RMS and CAD will be converted. On pg. 47 the line item for Inform CAD Data Conversion Services states that only 1 year of historical data from a single source will be converted.

This page intentionally left blank.

Attachment:
05b-Incident-Premise-CautionNote Data Conversions_CAD.pdf

Attachment to email dated August 28, 2016

This page intentionally left blank.

Inform CAD™
Legacy Data Conversion

Incident, Premise & Caution Notes Data Import

Contents

Document Change History

Version	Date	Editor	Summary of Changes
1.0	7/17/2009	W. Haladay	Initial Draft
1.1	8/10/2009	M. Randall	Draft review revision
1.2	8/11/2009	W. Haladay	Minor grammatical corrections
1.3	1/25/2010	M. Randall	Standardized for Historical Incident Data Conversion
2.0	8/24/2011	M. Randall	Updated for Schema Changes 5.0/5.1
2.1	7/19/2012	M. Randall	Updated TriTech branding
2.2	12/5/2012	M. Randall	Updated for Schema Changes 5.3
5.5	4/09/2014	W. Haladay	Updated for schema changes and aligned document version with Inform CAD release 5.5
5.6	2/17/2015	M. Randall	Updated for schema changes and aligned document version with Inform CAD release 5.6
5.7	2/3/2016	M. Randall	Updated for schema changes and aligned document version with Inform CAD release 5.7

1.   Overview

The goal of the data conversion process is to import a basic set of fields of historical incident records, common locations (premises) and caution notes from the client legacy databases (multi-agency sources may exist and be disparate in structure) to the TriTech Inform CAD™ System and its database structure.

The following sections of this document support this process by identifying data elements contained within the TriTech Inform CAD database schemas.

2.   Data Submission/Conversion Plan

The Client will review the specific elements to be imported and will export the legacy system data to an electronic format agreed upon with TriTech (e.g., MS SQL Server database backup files, .mdb file format, .xls file format, or .csv file format), in a manner accessible to TriTech technical personnel without the need for direct access to any existing live/production systems, and with sufficient description to allow mapping to the data elements defined in the following sections of this document.

If the source data has fields/elements that are related to the incident records, but do not have a corresponding Inform CAD schema element listed below, they should be presented and described to be included in the data conversion analysis. If the source data has values based on relational tables that provide the primary key values of a foreign key relationship (i.e., any lookup values tables used to populate incident record elements), the relational tables should also be provided.

If the source data provided comes from multiple sources, the data must be provided in a coordinated manner from all sources to support a single analysis and import of data. Attempting to perform a comprehensive analysis without samples of all source data would lead to inaccurate assumptions and problematic import/conversion process.

2.1   Incident Data

TriTech will perform process refinement and initial import from a sample set of incident data (typically one month or quarter of legacy data) to support client review of the results for process approval. Once imported, and the process approved, the imported sample incident data will be available for training and/or testing. Subsequent to the analysis of the sample and approval of the mapping plan, the bulk of the source data to be imported will need to be provided to be processed for the initial load. The "bulk" load typically occurs during Inform CAD production go-live preparations, after a purge of pre-production test data is performed. After production cutover to Inform CAD, and the legacy system is no longer managing incidents, a "close out" submission is processed and imported to complete the incident conversion process. If there is a substantial timeframe from the submission of the bulk source and the date of going live with Inform CAD, a "delta" import/conversion can be performed to minimize the post-go live data that needs to be processed.

2.1.1   Premise History Feature

Inform CAD provides a feature that searches previous incidents in CAD when a new incident is created. This "Premise History" feature is typically the main reasons data conversion of historical incident data is performed. The search criteria is based on matching the Address field (full street address), City, and the CAD agencies being viewed. The number of returns can be limited by configuration, and will be limited to incidents occurring within the previous two years. Additional matching criteria (Apartment, Postal Code and State) can be set, but will further limit the number of matches received. This feature does not apply to pre-scheduled calls.

2.2   Premise Data

Premise data import/conversion is a one-time event prior to going live on the Inform CAD system. The source data should be presented in-total to provide accurate analysis. Should the amount of source data make this prohibitive, a representative sample of the source data may be presented instead, but such an approach introduces risk. Subsequent to the analysis of the source data and approval of the mapping plan, the source data will be imported to the Production Inform CAD System database. After the source data is exported from the legacy system, any changes/additions to premise data will not be included in the premise data conversion, and updates must be accomplished by users via Inform CAD Premise Utility.

2.3   Caution Notes Data

Caution Note data import/conversion is a one-time event prior to going live on the Inform CAD system. The source data should be presented in total to provide accurate analysis. Should the amount of source data make this prohibitive, a representative sample of the source data may be presented instead, but such an approach introduces risk. Subsequent to the analysis of the source data and approval of the mapping plan, the source data will be imported to the Production Inform CAD System database. After the import is completed, additional Caution Note entries must be accomplished by users via Inform CAD Caution Note Utility.

3.   Database Mapping Schemas for Import of Incident Records to Inform CAD

The following sections provide the supported incident record elements within the TriTech Inform CAD database table schemas. While the presented schema is comprehensive, it is not exhaustive. The purpose of providing this information is to present a listing of fields, data types involved with those fields, and the minimum required fields needed to create the records in Inform CAD. It is not recommended that the export from the legacy system attempt to convert into the TriTech Inform CAD schema, but rather keep the data as "unprocessed" as possible, and include any relational data if foreign keys exist. It is much easier for the TriTech process to filter data, excluding elements that are not needed, rather than limiting the process to select or manipulated source elements which limit what can be process and imported to Inform CAD. While the data exported from the legacy system does not need to be in the Inform CAD schema format, the schema elements presented below provide the constraints and limitations of the elements that will be involved in the conversion process.

3.1   General Incident Data

The following table provides the most common conversion target fields in the base record used for an incident.

Incident Information – Response_Master_Incident Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_Number	The formatted number by which the user can uniquely identify an incident.	varchar	20	**Yes**
Response_Date	The date and time of incident record creation. This element will be used in the "Premise History" feature to sort the matching incidents in reverse chronological order before limiting the number of records returned.	datetime		**Yes**
Problem	Incident problem/nature reference. To display on incident screens, this value should match a value defined in the "Description" field of the Problem table, as managed within the Problem (Incident Subtype) Utility for the appropriate agency.	varchar	30	**Yes**
Incident_Type	Incident type reference. For imported data, the incident type is typically derived by the lookup associated with the translated problem/nature in Inform CAD.	varchar	30	No
Priority_Description	Incident priority description reference. This value should match a value defined in the "Description" field within the Priority table, as managed by Priority Builder tool for the appropriate agency. This value should be matched to the associated problem number.	varchar	30	No
Priority_Number	Incident priority number. This value should match a value defined in the "Priority" field within the Priority table, as managed by Priority Builder tool for the appropriate agency.	int		No

Incident Information – Response_Master_Incident Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Address	Incident street address. (e.g., "1223 E Main St SW").	varchar	400	**Yes**
	This value is required for the Premise History feature While Inform CAD maintains this as a consolidated field of address components (i.e., street number, directional, street name, street type), when the legacy sourced is presented in parsed address components it can easily be combined in the conversion, yet allows more direct translations for things like street types.			
	Because a direct match of Address is required for Premise History hits, the conversion process will include translation of street type (e.g., "AV" vs. "AVE") and formatting of intersection addresses to match the Inform CAD configuration. Premise History searches will search intersections in the street order entered, as well as the reversed order (e.g., if "Broadway & Main", it will also search "Main & Broadway")			
Location_Name	Incident address common location name (premise name) (e.g., "Joe's Garage").	varchar	400	No
Apartment	Incident address - apartment.	varchar	10	No
Building	Incident address - building.	varchar	10	No
City	Incident address city. *** Must match the list of cities from the Streets database, or the City will not display on the Incident screen, and will not match new incidents in CAD (for Premise History matching).**	varchar	35	No*****
County	Incident address county.	varchar	30	No
State	Incident address state.	varchar	5	No
Postal_Code	Incident address postal code. Some Inform CAD system configurations use this field for other purposes.	varchar	10	No
Cross_Street	The two closest cross streets to the incident address.	varchar	400	No
Agency_Type	Incident agency type reference. This value should match a value defined in the "Agency_Type" field of the AgencyTypes table. Typically, this value is derived from a translation or other means to match the setup in the Inform CAD system.	varchar	30	**Yes**
Jurisdiction	Incident address jurisdiction. This value should match a value defined in the "Name" field of the Jurisdiction table. Highest level of hierarchy under Agency. Typically derived by translation during conversion.	varchar	30	No
Division	Incident division reference. This value should match a value defined in the "DivName" field of the Division table. Highest level of hierarchy under Jurisdiction. Typically derived by translation during conversion.	varchar	30	No
Sector	The sector where the incident is located. This is dependent on whether sectors are enabled in the hierarchal structure. The Sector description is not stored with the incident records as many other elements, so translation is typically required. Relational link by ID to the Sector table by "SectorID" field. Can be determined by lookup division through the SectorDivision table.			No
Battalion	Incident battalion reference. This value should match a value defined in the "Name" field of the Battalion table. Lowest level of hierarchy, falling under Division. Typically derived by translation during conversion.	varchar	30	No

Incident Information – Response_Master_Incident Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Response_Area	Incident response area reference. This value should match a value defined in the "Name" field of the ResponseArea table.	varchar	30	No
Response_Plan	Incident response plan reference.	varchar	30	No
Map_Info	Typically a map page and/or grid reference associated with the incident address (map book lookup). A result of geo-validation when point-in-polygon lookup is configured on the system.	varchar	10	No
Latitude	Latitude in TriTech standard format (unsigned degree decimal format to 6 places without the decimal character (e.g., "33123456" represents +33.123456 degrees latitude).	varchar	10	No
Longitude	Longitude in TriTech standard format (unsigned degree decimal format to 6 places without the decimal character (e.g., "121123456" represents -121.123456 degrees longitude).	varchar	10	No
MachineName	The name of the workstation generating the incident.	varchar	30	No
Call_Back_Phone	Incident callback phone number. Must match one of the configured format masks configure in the system.	varchar	20	No
Call_Back_Phone_Ext	Incident callback phone number (extension).	varchar	9	No
Caller_Name	Incident caller name.	varchar	80	No
Caller_Location_Name	Incident caller address/location name.	varchar	400	No
Caller_Type	Incident caller type reference. Must match a "Description" value from the Caller_Types table or remain blank.	varchar	30	No
MethodOfCallRcvd	Incident duplicate caller method of call received reference. Must match a "Description" value from the MethodOfCallRcvd table or remain blank.	varchar	30	No
Call_Source	Incident call source.	varchar	30	No
Determinant	Incident ProQA determinant.	varchar	10	No
Call_Disposition	A separate, relational table records multiple dispositions per incident			No
Cancel_Reason	Incident cancellation reason reference.	varchar	30	No
Command_Channel	Incident command radio channel reference. Must match a "Description" value from the RadioChannels table or remain blank.	varchar	30	No
Primary_TAC_Channel	Incident primary radio TAC channel. Must match a "Description" value from the RadioChannels table or remain blank.	varchar	30	No
Alternate_TAC_Channel	Incident alternate tactical radio channel. Must match a "Description" value from the RadioChannels table or remain blank.	varchar	30	No

Incident Information – Response_Master_Incident Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Base_Response_Number	Incident base response number: response number of the first vehicle associated. Response numbers are optional and when used are assigned to each vehicle dispatched to an incident.	varchar	20	No
DispatchLevel	The dispatch level for this incident.	varchar	30	No
House_Number	Incident address house number. A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	10	No
House_Number_Suffix	Incident address house number suffix. A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	10	No
Prefix_Directional	Incident address prefix directional (e.g., "E."). A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	22	No
Name_Component	Incident address street name component. A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	150	No
Street_Type	Incident street type reference. A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	15	No
Post_Directional	Incident address post-directional (e.g., "SW"). A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	22	No
Time_CallEnteredQueue	Incident entered queue event date and time. Required for Premise History (can be same as Response_Date).	datetime		No
Time_CallTakingComplete	Incident calltaking complete event date and time.	datetime		No
CallTaking_Performed_By	Name of user performing incident entry.	varchar	80	No
Time_Incident_Under_Control	Incident under control event date and time.	datetime		No
Time_PhonePickUp	Incident phone pickup event date and time.	datetime		No
Time_FirstCallTakingKeystroke	Incident first calltaking keystroke event date and time.	datetime		No
Time_First_Unit_Assigned	Incident first unit assigned event date and time.	datetime		No
Time_First_Unit_Enroute	Incident first unit enroute event date and time.	datetime		No
TimeFirstStaged	Incident first unit staged event date and time.	datetime		No
StagedPerfBy	Name of user performing staged status change.	varchar	80	No
Time_First_Unit_Arrived	Incident first unit arrived at scene event date and time.	datetime		No
TimeFirstPTContact	Incident first unit patient contact event date and time.	datetime		No

Incident Information – Response_Master_Incident Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
PtContactPerfBy	Name of user performing patient contact status change.	varchar	80	No
TimeFirstCallCleared	Incident first unit call cleared event date and time.	datetime		No
CallClearedPerfBy	Name of user performing incident clear call.	varchar	80	No
Time_CallClosed	Incident call closed event date and time.	datetime		No
CallClosing_Performed_By	Name of user performing incident close call.	varchar	80	No
CallDisposition_Performed_By	Name of user entering call disposition.	varchar	80	No

3.2 Incident Comments

The following table provides the fields available for incident comment data. Incident comments are typically reserved for the remarks entered by the call takers, dispatchers and field units to include and share additional details regarding an incident. Incident comments can also be used in the import process to enter data that does not map otherwise, and warrants high visibility in the incident record display. (Incident comments, as opposed to activity log entries, are presented on the default view of an incident record, subject to the configuration preferences for the agency.)

Incident Comments – Response_Comments Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. While the incident record ID is created on import, the source data in the conversion must provide a method to maintain the link integrity.	int		**Yes**
Additional_Comment_Group_ID	Used when a comment record is a continuation from a previous comment record, this field provides the relational link to the first comment record in the group. More prevalently used when the Comment field was limited to 255 characters.	int		**Yes**
Comment	Incident comment text.	varchar	max	**Yes**
Date_Time	Incident comment entry date and time.	datetime		**Yes**
IsConfidential	"0" = may be shared across agencies (default); "1" = do not share.	bit		**Yes**
Performed_By	Name of user entering comment. If not available in the import source data, this can be defaulted to a value indicating the source was from legacy data.	varchar	80	**Yes**

3.3   Incident Activity Log

The following table provides the fields available for incident Activity Log data. The Activity Log is often used as an import target for information regarding an incident when there is not a clear mapping to other tables, or technical issues prevent the data being stored where it is commonly processed and stored within Inform CAD. It is common to use the Activity Log to import vehicle assignments and key status changes with regard to imported incident records, as well as pre-translation values of information that must match a pre-defined value list in Inform CAD in order to display properly (e.g., Problem/Nature, Disposition, etc.).

Activity Log – Activity_Log Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. While the Incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		Yes, for conversion
Activity	Summary text of activity taking place.	varchar	40	**Yes**
Comment	Additional comments for the activity.	varchar	max	No
Date_Time	The date and time of the activity.	datetime		**Yes**
Dispatcher_Init	Initials of the person who initiated the activity.	varchar	15	No
Location	The location name for the activity.	varchar	400	No
Radio_Name	The unit name associated with the activity.	varchar	20	No
Terminal	The computer terminal that initiated the activity.	varchar	30	No

3.4 Incident Case Numbers

The following table provides the fields available for incident case number data. Multiple case numbers may be assigned to an incident. Use of case numbers is optional. Case numbers are typically configured to automatically generate a case number for each jurisdiction from which a resource is assigned. If imported case number data must further associate to a unit, an Activity Log entry can be created in parallel to provide that association.

Case Numbers – CaseNumber Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
MasterIncidentID	Incident record table reference. While the Incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
CaseNumber	Case number of the selected case. The case number is created by the Number Setup Utility or can be assigned by the user.	varchar	20	**Yes**
Method	Method by which the case number is assigned to the incident. "1" = Request; "2" = External; "3" = Automatic Common practice for importing data is to default this value to a constant = "2" (external)	int		**Yes**
JurisdictionName	Incident address jurisdiction. This value should match a value defined in the "Name" field of the Jurisdictions table.	varchar	30	No

3.5 Incident Disposition

The following table provides the fields available for incident disposition data. Multiple dispositions may be recorded to an incident.

Incident Disposition – ResponseDisposition Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. While the Incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
Disposition	Incident disposition reference. This value should match a value defined in the "Description" field within the CallDisposition table. Typically a value translation for data conversion.	varchar	30	**Yes**
PerformedBy	Name of user entering a response disposition.	varchar	80	**Yes**
TimeSet	Date and time of disposition entry.	datetime		No
Response_Vehicles_Assigned_ID	Reference to a unit assignment record, when the disposition is linked to a unit on the call.	int		No

3.6   Vehicle/Unit Assignments

The following tables provide the common fields used for importing data regarding the assignment of vehicles as units to relate to incident records. Multiple vehicles/units may be assigned to an incident. When legacy data regarding vehicle/unit assignment and statusing on incidents is provided, but does not meet the relational requirements for the data mapping described below, it is common to include such data as incident comments or incident related Activity Log entries as alternative methods to include the data. Additional fields are available and are described in the System database Data Dictionary.

Vehicle Assignments – Response_Vehicles_Assigned table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. This ID is a relational link that must reference an existing incident record "ID" in the "Response_Master_Incidents" table found in the "System" database. While the incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
Vehicle_ID	Vehicle record table reference. The "Vehicle" table is not imported data, but rather data entered as part of the CAD build-out process, and reflects physical vehicles that are brought on duty as units. If a match cannot be made through conversion, an "import" vehicle will be created and used for this purpose.	int		**Yes**
Radio_Name	The unit name (a.k.a., call sign) that the vehicle is known as when brought on-duty to be assigned to incidents. The unit name of a vehicle may change from shift to shift (the vehicle may be associated with different unit names, and/or the unit name may be used with different vehicles over sequential duty assignments).	varchar	20	**Yes**
Time_Assigned	Date/timestamp when the unit was assigned (dispatched) to the incident.	datetime		No
Time_Enroute	Date/timestamp when the unit responded (enroute) to the incident.	datetime		No
Time_Staged	Date/timestamp when the unit status changed to staged while on the incident.	datetime		No
Time_ArrivedAtScene	Date/timestamp when the unit arrived at the scene of the incident.	datetime		No
Time_Contact	Date/timestamp when the unit status changed to patient contact while on the incident.	datetime		No
Time_Delayed_Availability	Date/timestamp when the unit status changed to delayed available while on the incident.	datetime		No
Time_Call_Cleared	Date/timestamp when the unit cleared or was cancelled from the incident (changed status to available).	datetime		No
Cancel_Reason	This value should match a value defined in the "Description" field within the Cancel table as managed by the "Cancellation Reasons" pop-up list category within the Popup List Utility for the appropriate agency.	varchar	30	No
PrimaryVehicleFlag	Indicates whether the unit is designated the primary unit of the incident (1 = Primary Unit, 0 = not primary).	bit		**Yes**
Response_Number	Option references given to each unit assigned to an incident.	varchar	20	No

When a vehicle assignment results in a transport from the scene of the incident, a record is created to reference details of the transport. Each person being transported by a vehicle from the scene results in a separate transport record.

Vehicle Assignments – Response_Transports table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. While the incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
Vehicle_Assigned_ID	Vehicle assignment record table reference. While the vehicle assignment record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
Location_Name	The common location name (premise name) of the destination of the transport.	varchar	400	**Yes** *
Address	The address of the destination of the transport.	varchar	400	**Yes** *
Apartment	The apartment number for address of the destination of the transport.	varchar	10	No
Building	The building for address of the destination of the transport.	varchar	10	**Yes**
City	The city for the address of the destination of the transport.	varchar	35	No
Phone	The phone number associated with the destination of the transport.	varchar	20	No
Postal_Code	The postal code for address of the destination of the transport.	varchar	10	No
State	The state abbreviation for the address of the destination of the transport.	varchar	5	No
Time_Depart_Scene	Date/time stamp when the unit left the scene of the incident to begin the transport.	datetime		**Yes**
Departure_Performed_By	Name of user initiating the transport status.	varchar	80	No
Time_Arrive_Destination	Date/time stamp when the unit reached the destination of the transport.	datetime		**Yes**
ArrivedAtDest_Performed_By	Name of user initiating the At Destination status.	varchar	80	No
Transport_Mode	The Transport Priority assigned at time of transport. A default value may be used for conversion.	varchar	30	**Yes**
Transport_Protocol	The Transport Protocol assigned at time of transport. A default value may be used for conversion.	varchar	30	**Yes**

* Either Location_Name or Address is required.

4. Database Mapping Schemas for Import of Premise Records to Inform CAD

The following sections provide the supported Premise (common name location) record elements within the TriTech Inform CAD database table schemas. The purpose of providing this information is to present a listing of fields, data types involved with those fields, and the minimum required fields needed to create the records in Inform CAD. It is not recommended that the export from the legacy system attempt to convert into the TriTech Inform CAD schema, but rather keep the data as "unprocessed" as possible, and include any relational data if foreign keys exist. It is much easier for the TriTech process to filter data, excluding elements that are not needed, rather than limiting the process to select or manipulated source elements which limit what can be process and imported to Inform CAD. While the data exported from the legacy system does not need to be in the Inform CAD schema format, the schema elements presented below provide the constraints and limitations of the elements that will be involved in the conversion process. Premise records in Inform CAD have little value if they are not geo-validated (Street_ID from Inform CAD Streets database – street segment or point address), or a latitude/longitude position.

4.1 General Premise Data

The following table provides the fields available for basic Premise record data.

Basic Premise Information – Locations Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
ExternalKey	A field to link the record to a unique identifier of the external source used for the import.	varchar	36	No
Code	A unique premise identifier across all agencies of the Inform CAD system. When the legacy data source has no such equivalent, a scheme to develop code values must be determined.	varchar	10	**Yes**
Name	A unique premise name across all agencies of the Inform CAD system. When the legacy data source has duplicate names (e.g., chain stores), a scheme to develop unique name values must be determined. A common practice in such cases is to append the name to include the code (e.g., "Acme Market (345)").	varchar	400	**Yes**
LocationType_ID	The type or category of premise. This value should match the ID field of a record in the LocationTypes table of the System database as managed by the Location Types Utility. When the legacy data source as no such equivalent, a default value may be used for all premise records being imported.	int		**Yes**
StreetID	The geo-validation process determines StreetID. This value should match the "ID" field of the record in the Streets table of the Streets database representing the street segment where the address exists. TriTech will initiate an automatic process for geo-validation, but client involvement to manually resolve conflicts, will be required.	int		**Yes**

Basic Premise Information – Locations Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Address	Premise street address. (e.g., "1223 E Main St SW"). This value is required for geo-validation process. While Inform CAD maintains this as a consolidated field of address components (i.e., street number, directional, street name, street type), when the legacy sourced is presented in parsed address components it can easily be combined in the conversion, yet allows more direct translations for things like street types. The geo-validation process matches addresses against the Inform CAD Streets database entries. To optimize "hits" during the automated geo-validation phase, the conversion process will include translation of street type (e.g., "AV" vs. "AVE") and formatting of intersection addresses to match the Inform CAD configuration.	varchar	400	**Yes**
StreetNumber	The parse street number/house number component of the address.	int		**Yes**
Apt	Specific apartment number to identify the location.	varchar	10	No
Bldg	Specific building identifier to identify the location.	varchar	10	No
City	City of the premise address. Providing City that matches a record in the Cities table of the Streets database will provide additional discrimination in the geo-validation process.	varchar	35	No
County	County of the premise address. The value must match an entry in the Counties table of the Streets database to allow storing as a relational foreign key in the Locations record.	varchar	30	No
State	State of the premise address.	varchar	5	No
Zip	Postal code of the premise address.	varchar	10	No
Latitude	Derived from geo-validation process, and is based on the resolved street segment. Stored in TriTech format.	int		No
Longitude	Derived from geo-validation process, and is based on the resolved street segment. Stored in TriTech format.	int		No
Phone	A general phone number reference for the premise.	varchar	20	No
ParentLocationID	When the premise is a sub-location of an existing premise record. A relational link in between the premise and its parent must exist in the source data to populate this field during import.	int		No
PrePlan_Reference	A field to provide reference information related to the premise (for display only - provides no relational link in the Inform CAD system). When documents are staged on Mobile, Mobile can be setup to use this a link to open those documents (one per premise) as long a extension affiliation is setup and a reader is installed on the Mobile Client host (e.g., .pdf and Adobe Reader).	varchar	10	No
Alarm_ContactName	An available free-text alarm characteristic of the premise record labeled as Contact Name in the Alarm tab of the Premise Utility display.	varchar	30	No

Basic Premise Information – Locations Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Alarm_ContactPhone1	An available free-text alarm characteristic of the premise record labeled as Contact Phone 1 in the Alarm tab of the Premise Utility display.	varchar	20	No
Alarm_ContactPhone2	An available free-text alarm characteristic of the premise record labeled as Contact Phone 2 in the Alarm tab of the Premise Utility display.	varchar	20	No
Alarm_ContactInfo	An available free-text alarm characteristic of the premise record labeled as contact information (Instructions) in the Alarm tab of the Premise Utility display.	varchar	255	No
Alarm_Permit	An available free-text alarm characteristic of the premise record labeled as Permit in the Alarm tab of the Premise Utility display.	varchar	15	No
AlarmType_ID	The type or category of alarm. This value should match the ID field of a record in the AlarmTypes table of the System database as managed by the Popup List Utility. When the legacy data source as no such equivalent, a default value may be used for all premise records being imported, or it may remain empty (NULL).	int		No
Alarm_Status	An available characteristic of the premise record represented by a check box labeled as Alarm Status (Enabled) in the Alarm tab of the Premise Utility display.	tinyint		No
Bill_Code	A field to provide reference information related to the premise.	varchar	5	No

4.2   Premise Alias

The following table provides the fields available for creating alias references to a Premise record. The data is relational and the number of alias records per Premise is not limited.

Basic Premise Information – PremiseAlias Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
LocationID	Premise record reference. This ID is a relational link that must reference a valid premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process, as long as the source data adequately identifies the source premise record to apply the alias.	int		**Yes**
Name	The alias value to be assigned to the premise.	varchar	400	**Yes**

4.3   Premise Comments

The following table provides the fields available for comments associated with a Premise record. The data is relational and the number of comment records per Premise is not limited.

Basic Premise Information – Util_Comments Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
ReferenceID	Premise record reference. This ID is a relational link that must reference a valid Premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process.	int		**Yes**
Comment	The text to be included as the comment.	varchar	max	**Yes**
AddToResponse	Flag to include the comment in incidents where the premise record is the address/location of the incident.	bit		**Yes**
Date_Time	The date and time the comment entry was created. Typically entered as current date and time when created by the import process, when the source data does not include this information.	datetime		**Yes**
Initial	A reference to the source of the comment entry. Typically the Initials of the CAD user creating the comment entry. Can be defaulted to the value of "Import" when not available in the source data.	varchar	15	**Yes**

4.4   Premise Contact Data

The following table provides the fields available for contacts associated with a Premise record. The data is relational and the number of contact records per Premise is not limited. The information displays within the Personnel tab of the Premise Utility view of the record.

Premise Information – LocationPersonnel Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Location_ID	Premise record reference. This ID is a relational link that must reference a valid premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process.	int		**Yes**
Name	Name of the premise contact.	varchar	30	**Yes**
Position	An optional characteristic of the Premise Contact, labeled as Position on the Personnel tab of the Premise Utility display.	varchar	30	No
Location	An optional characteristic of the premise contact, labeled as Location on the Personnel tab of the Premise Utility display.	varchar	400	No
Phone	An optional characteristic of the Premise Contact, labeled as Phone on the Personnel tab of the Premise Utility display.	varchar	20	No
ShowNote	An optional characteristic of the Premise Contact, labeled as Comments on the display of the individual record opened from the Personnel tab of the Premise Utility display.	varchar	255	No

4.5   Premise Hazardous Materials Data

The following table provides the fields available for hazmat associated with a Premise record. The data is relational and the number of hazmat records per Premise is not limited.

Premise Information – Location_Hazmat_Info Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Locations_ID	Premise record reference. This ID is a relational link that must reference a valid premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process.	int		**Yes**
Chemical_Name	The name of the chemical to be entered, labeled as "Chemical Name" on the Haz. Mat. tab of the Premise Utility display.	varchar	50	**Yes**
Chemical_ID	A numerical reference (non-relational) to the chemical, labeled as "ID #" on the Haz. Mat. tab of the Premise Utility display.	int		No
Chemical_Guide	A numerical reference (non-relational) to the chemical, labeled as "Guide #" on the Haz. Mat. tab of the Premise Utility display.	smallint		No
Notify_Distance	The distance that people should be kept away from the hazardous material in the event of a fire, or other disaster, to prevent people from being harmed.	float		No
Quantity	A value and description (e.g., "5 gallons") of the quantity of the chemical, labeled as "Quantity" on the Haz. Mat. tab of the Premise Utility display.	varchar	30	No
StorageLocation	A description of the location of the chemical, labeled as "Storage Location" on the Haz. Mat. tab of the Premise Utility display.	varchar	255	No

4.6   Premise Alarm Zone Data

The following table provides the fields available for contacts associated with Premise Alarm Zone Information. The data is relational and the number of alarm zone records per Premise is not limited.

Premise Information – Location_AlarmZones Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
LocationID	Premise record reference. This ID is a relational link that must reference a valid premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process.	int		**Yes**
Code	A reference, unique to a particular premise, used to identify the alarm zone. (e.g., can create a "SPRKL" alarm zone entry for each premise record, so they all have it in common)	varchar	5	**Yes**
Description	A user-friendly term/title/description to identify the alarm zone record.	varchar	30	No
Note	Additional information concerning the alarm zone record.	varchar	255	No

5. Database Mapping Schemas for Import of Caution Notes Records to Inform CAD

The following sections provide the supported Caution Note record database field mapping for the TriTech Inform CAD database table schemas. Import of Caution Notes is limited to entries that can be associated with a Premise record. If Caution Notes are to be based on address information, the address information must be used to create a Premise record first to accommodate geo-validation. Caution Notes not tied to a Premise or a geo-validated address (Street_ID from the CAD Streets database - street segment or point address), the record has no value.

5.1   Caution Notes Data

The following tables provide the fields relevant to stored Caution Note record data.

Caution Note Information – Caution_Notes & CautionNotes_Link Tables				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
CautionNoteExternalKey	A field to link the record to an external source used for the import.	varchar	50	No
CautionNoteExternalSource	Identify external source as the link to the external key.	varchar	50	No
Caution_Notes	The text presented to the user as the caution note.	varchar	255	**Yes**
CautionNoteCategoryID	CautionNoteCategory table reference. The "CautionNoteCategory" table is managed by the "Caution Note Categories" pop-up list category within the Popup List Utility for the appropriate agency. It is common to add a "Caution Note Category" entry that indicates the source was import from external system (e.g., "Imported"), and use it as a default value in the import process.	int		**Yes**
CautionNotePriorityID	CautionNotePriority table reference. The CautionNotePriority table cannot be managed by a user, and has the following fixed entries: 	CautionNotePriorityID	Description
---	---
1	High
2	Medium
3	Low		int		**Yes**
CautionNoteSourceID	CautionNoteSource table reference. The "CautionNotePriority" table is managed by the "Caution Note Sources" pop-up list category within the Popup List Utility for the appropriate agency. It is common to add a "Caution Note Sources" entry that indicates the source was import from external system (e.g., "Imported"), and use a constant in the import to reference that entry.	int		**Yes**
Street Address	This is not a field in the TriTech schema, but it is required information to link the caution note to a StreetID. A Caution Note only has value in CAD when it is tied to a Premise or Address (point address, block range, or intersection).			**Yes**

	Caution Note Information – Caution_Notes & CautionNotes_Link Tables			
Field Name	**Description**	**Data Type**	**Size**	**Req?**
City	This is not a field in the TriTech schema, but it is required information to link the caution note to a StreetID.			**Yes**
Low_Block_Range	The street number (a.k.a., 'house number') component of the address. For caution notes that apply to a block range address, this is the starting street number for the block address.	int		No
High_Block_Range	The street number (a.k.a., 'house number') component of the address. For caution notes that apply to a block range address, this is the ending street number for the block address.	int		No
Apartment	Additional information to discriminate the caution note at an address.	varchar	10	No
Building	Additional information to discriminate the caution note at an address.	varchar	10	No
Street_ID	Links the caution note to an address.	int		**Yes***
PremiseID	Links the caution note to a premise record. If importing premises, the premise import must be coordinate with the caution note import in order to link caution notes to premises.	int		**Yes***
AgencyID	Incident agency type reference. Each agency to which a caution note applies has a separate Caution_Notes record and CautionNotes_Link record for reference.	int		**Yes**
EnterDate	Date/time stamp of record creation. An import option is to set as current time during the conversion process.	datetime		**Yes**
Start_Date	Date of when caution note becomes valid. An import option is to set same as EnterDate.	datetime		**Yes**
End_Date	Date/time stamp of when caution note is no longer valid. A data value of '0' (date = '1900-01-01') represents no expiration. An import option is to set all imported caution notes to not expire.	datetime		**Yes**
AddToComments	Specifies whether the caution note should create an incident comment when relevant to the location of the incident. (default = no)	bit		**Yes**
Initials	Initials of person or entity creating the caution note.	varchar		No
Latitude	Latitude coordinate of the geographic position for the caution note. TriTech format.	int		No
Longitude	Longitude coordinate of the geographic position for the caution note. TriTech format.	int		No

* To be a useful caution note, a reference to either a premise record, or to a geo-verified address (point, block range, or intersection) is required.

End of Document

This page intentionally left blank.

EXHIBIT J

AUTHORITY POLICY, P412
TRAVEL AND BUSINESS DEVELOPMENT EXPENSES

PURPOSE: To provide that board members, the Chief Executive Officer, and Authority employees who properly incur travel expenses and business development expenses in conducting the business of the Authority are reimbursed for such travel expenses.

LEGAL CONSIDERATION: Section 6(2)(h) of the Hillsborough County Aviation Authority Act authorizes the Authority to reimburse Board members, the Chief Executive Officer, and all Authority employees for all travel expenses incurred while on business for the Authority. Section 6(2)(w) and 6(2)(xx) of the Hillsborough County Aviation Authority Act authorize the Authority to "[a]dvertise, promote and encourage the use and expansion of facilities under its jurisdiction" and do all acts and things necessary and convenient for promotion of the business of the Authority. Florida Administrative Code Rule 69I-42.010 allows for reimbursement of specific incidental traveling expenses including actual portage charges and actual laundry, dry cleaning and pressing expenses in accordance with the Rule. Pursuant to policy, the Authority is allowed to incur business development expenses for meals, beverages and entertainment in order to highlight the numerous advantages and world class facilities of the Authority's airport system and build relationships with airline executives, potential real estate partners, potentials tenants and others.

POLICY:

Travel Purpose:

> All Authority travel must provide benefit to the Authority. All travelers will exercise good judgment in incurring business and travel-related expenses. All travelers will comply with this Policy and Standard Procedure S412.01, Travel Expense and Subsistence.

Travel Approval:

> 1. All reimbursable travel for Board members and Authority employees will be approved by the Chief Executive Officer (CEO) or designee. The CEO will approve the travel for those individuals reporting directly to the CEO. All other employee's travel will be approved by their Vice President. Such approval must be made in advance of travel for all Authority employees under the Director level.
>
> 2. To be reimbursed, all travel and reimbursable expenses must be incurred while on Authority business.

Exhibit J, Authority Policy, P412 Travel and Business Development Expenses
Hillsborough County Aviation Authority
Master Agreement
GSA Contract GS-35F-0006U
TriTech Software Systems

Issued: 7/12/2019
Page 1 of 6

AUTHORITY POLICY, P412
TRAVEL AND BUSINESS DEVELOPMENT EXPENSES

Travel by Air Carrier:

1.   If the traveler elects to arrive earlier or stay later than reasonably necessary to conduct the required Authority business, the traveler will be responsible for all additional costs.

2.   Authority employee reimbursements or advancements for travel will be based upon Coach Class fares (i.e. not First or Business Class airfare), supported by appropriate receipt.

3.   If a board member, the CEO, a Vice President, or Assistant Vice President is traveling to a destination outside of the North American continent and the traveler is scheduled to engage in the business of the Authority within the next business day of arriving at the destination, or if the traveler commences the return trip within the next business day of engaging in the business of the Authority, such reimbursements or advancements may be made based upon Business Class airfare supported by appropriate receipt.

Any other Business Class travel for other Authority staff for travel outside of the North American continent must be approved in advance by the department Vice President.

4.   All individuals traveling on behalf of the Authority may personally retain their frequent flyer mileage.

D.   Registration Fees:

The traveler will be reimbursed for all registration fees at meetings and conferences, as well as fees for attending events which are not included in the basic registration fee and that directly enhance the public purpose of the Authority's participation at the meeting or conference.

E.   Lodging:

Hotel or accommodation charges must be at a single occupancy rate and substantiated by an itemized receipt reflecting all charges for the entire stay. The traveler is expected to exercise his or her best judgment and reasonableness in the selection of lodging. The location of the hotel should be as convenient as possible to the place where the business of the Authority will be transacted.

EXHIBIT J

AUTHORITY POLICY, P412
TRAVEL AND BUSINESS DEVELOPMENT EXPENSES

F. Meals and Incidental Expenses:

Meals and incidental expenses within the continental United States will be reimbursed in accordance with the General Service Administration (GSA) meals and incidental expenses rate in effect for the destination city on the date travel was initiated. If the destination is not included in the GSA destination guide, the GSA rate for the listed city that is closest to the destination city or county for the destination city will be used.

Meals and incidental expenses for travel outside of the continental United States (including Hawaii, Alaska and Puerto Rico) will be reimbursed in accordance with the current rates as specified in the federal publication "Standardized Regulations (Government Civilians, Foreign Areas)".

Incidental expenses eligible for reimbursement are defined by Florida Statute Section 112.061 (8) (a) and include taxi fare, ferry fares, bridge, road and tunnel tolls, storage or parking fees, and communication expenses.

No allowance will be made for meals when travel is confined to the Authority's Metropolitan Statistical Area.

Reimbursement for meals which were also included in a conference or convention registration fee or a travel or lodging fee will be reimbursed only upon reasonable written explanation of expenses.

G. Other Travel Expenses:

Other travel expenses eligible for reimbursement as approved by the Florida Department of Financial Services pursuant to rules adopted by it include fees and tips given to porters, baggage carriers, bellhops or hotel maids, with the expense limited to $1 per bag not to exceed a total of $5 per incident; and actual laundry, dry cleaning and pressing expenses for official travel in excess of seven days and where such expenses are necessarily incurred to complete the official business.

Itemized receipts are required for reimbursement of all individual expenses which are higher than $25.

H. Foreign exchange rates:

Authority will reimburse traveler for the difference between the official daily foreign exchange rate and the transaction rate, in addition to any applicable fees.

EXHIBIT J

AUTHORITY POLICY, P412
TRAVEL AND BUSINESS DEVELOPMENT EXPENSES

I.   Travel by Personal or Rental Vehicle:

Board members, the CEO, Vice Presidents and Assistant Vice Presidents are authorized to use their personal vehicle or procure a rental vehicle if necessary to conduct Authority business, without advance approval. Utilization of a rental vehicle by all other Authority employees must be approved in advance of travel in writing by the employee's Vice President.

Except for travel within the State of Florida, utilization of a personal vehicle by all other Authority employees must also be approved in advance of travel in writing by the employee's Vice President. Reimbursement of mileage for authorized use of employee's personal vehicle will be at the Internal Revenue Service cents per mile rate in effect at the time of travel. Rental vehicles will be mid-size or smaller, unless three or more travelers are sharing the vehicle. Travelers will select the rental vehicle refueling option anticipated to be the most economical for the Authority.

J.   Travel Report:

Prior to receiving final reimbursement for travel, all employees below the level of Director must submit to the employee's Vice President a report of the major accomplishments and benefits to the Authority as a result of the travel.

K.   Travel by Consultants:

All consultants performing work for the Authority, or its contractors, will be reimbursed for travel expenses in accordance with this Policy.

L.   Business Development Purpose:

All business development expenses incurred must provide benefit to the Authority. All employees will exercise good judgment in incurring business and travel-related expenses.

M   Business Development Expenses:

1.   Business development meal, beverage (including alcoholic), and other expenses may be incurred locally or while traveling. When the CEO, a Vice President, or an Assistant Vice President engage in business development activities that require meeting with non-Authority personnel, such employee may be reimbursed for actual, reasonable, and

AUTHORITY POLICY, P412
TRAVEL AND BUSINESS DEVELOPMENT EXPENSES

appropriately documented expenses related to the business development activity. These types of expenses for other Authority staff must be approved in advance by the department Vice President.

2. To qualify as business development, such an employee must (a) reasonably expect, and have as the primary motivation for the expenditure, that the Authority will derive revenue or another business benefit as a result of the business development activity; (b) incur the expense in a setting where the party being entertained would reasonably understand that the expenditure was for an Authority business objective; and (c) use the expenditure for the person from whom the Authority expects the business benefit, as well as for the employee and other Authority staff in attendance.

3. Alcoholic beverage expenses may only be incurred at business development events related to meetings including non-Authority personnel from organizations from which the Authority is reasonably expected to derive some revenue or financial benefit.

4. The employee must provide detailed itemized receipts for all business development expenses larger than $25.

N   Working Meals:

1. Expenditures for meals during business meetings between Authority employees or between Authority employees and individuals from outside organizations are allowable only (a) when there is a valid business need to have the meeting during a meal time (i.e., schedules will not accommodate the meeting at other times); (b) during periods of extended overtime (i.e. irregular operations, working on the budget or another major project); or (c) periodic full-day or half-day Authority-wide or department strategic planning sessions.

2. Business meals between Authority subordinates and supervisors will be infrequent and will occur only when there is no other time during which the meeting can be scheduled.

3. Notwithstanding subparagraph 2 above, Executive staff, Directors and Managers may occasionally purchase meals for employees provided the meals are reasonable and for the purpose of conducting Authority business and/or employee recognition. Such purchased meals by Directors or Managers must be approved in advance by the appropriate Vice President.

4. Meals shall not be provided for recurring meetings (i.e., weekly staff meetings).

AUTHORITY POLICY, P412
TRAVEL AND BUSINESS DEVELOPMENT EXPENSES

5. Alcoholic beverages expenditures shall not be reimbursed or charged to the Authority under this section.

6. Reasonable expenditures for meals with Board members are reimbursable provided there is a valid business need to have the meeting during a meal time.

7. Working meals will be reimbursed upon presentation of appropriate documentation.

Exhibit J, Authority Policy, P412 Travel and Business Development Expenses Issued: 7/12/2019
Hillsborough County Aviation Authority Page 6 of 6
Master Agreement
GSA Contract GS-35F-0006U
TriTech Software Systems

Exhibit K
Scrutinized Company Certification

This certification is required pursuant to Florida Statute Section 287.135.

As of July 1, 2018, a company that, when entering into or renewing a contract/agreement for goods or services, is on the Scrutinized Companies that Boycott Israel List, created pursuant to Florida Statute Section 215.4725, or is engaged in a boycott of Israel, is ineligible for, and may not bid on, submit a proposal/response for, or enter into or renew a contract/agreement with an agency or local governmental entity for goods or services of **any amount**.

Additionally, as of July 1, 2018, a company that, when entering into or renewing a contract/agreement for goods or services, is on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to Florida Statute Section 215.473, or has been engaged in business operations in Cuba or Syria, is ineligible for, and may not bid on, submit a proposal/response for, or enter into or renew a contract/agreement with an agency or local governmental entity for goods or services of **$1 million or more**.

Company: _____ FID or EIN No.: _____

Address: _____

City/State/Zip: _____

I, _____ as a representative of

_____

certify and affirm that this company, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, and is not engaged in business operations in Cuba or Syria if the resulting contract/agreement is for goods or services of $1 million or more, and certify and affirm that this company, nor any of its wholly owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of such entities or business associations, is not on the Scrutinized Companies that Boycott Israel List and is not engaged in a boycott of Israel if the resulting contract/agreement is for goods or services of any amount.

I understand and agree that the Authority may immediately terminate any contract resulting from this solicitation upon written notice if the undersigned entity (or any of those related entities as set out above) are found to have submitted a false certification or any of the following occur with respect to the company or a related entity: (i) it has been placed on the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or (ii) for any contract for goods or services of $1 million or more, it has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or it is found to have been engaged in business operations in Cuba or Syria.

_____   _____
SIGNATURE   TITLE

_____   _____
PRINTED NAME   DATE

Inform CAD™
Legacy Data Conversion

Incident, Premise & Caution Notes
Data Import

Contents

Document Change History

Version	Date	Editor	Summary of Changes
1.0	7/17/2009	W. Haladay	Initial Draft
1.1	8/10/2009	M. Randall	Draft review revision
1.2	8/11/2009	W. Haladay	Minor grammatical corrections
1.3	1/25/2010	M. Randall	Standardized for Historical Incident Data Conversion
2.0	8/24/2011	M. Randall	Updated for Schema Changes 5.0/5.1
2.1	7/19/2012	M. Randall	Updated TriTech branding
2.2	12/5/2012	M. Randall	Updated for Schema Changes 5.3
5.5	4/09/2014	W. Haladay	Updated for schema changes and aligned document version with Inform CAD release 5.5
5.6	2/17/2015	M. Randall	Updated for schema changes and aligned document version with Inform CAD release 5.6
5.7	2/3/2016	M. Randall	Updated for schema changes and aligned document version with Inform CAD release 5.7

1.   Overview

The goal of the data conversion process is to import a basic set of fields of historical incident records, common locations (premises) and caution notes from the client legacy databases (multi-agency sources may exist and be disparate in structure) to the TriTech Inform CAD™ System and its database structure.

The following sections of this document support this process by identifying data elements contained within the TriTech Inform CAD database schemas.

2.   Data Submission/Conversion Plan

The Client will review the specific elements to be imported and will export the legacy system data to an electronic format agreed upon with TriTech (e.g., MS SQL Server database backup files, .mdb file format, .xls file format, or .csv file format), in a manner accessible to TriTech technical personnel without the need for direct access to any existing live/production systems, and with sufficient description to allow mapping to the data elements defined in the following sections of this document.

If the source data has fields/elements that are related to the incident records, but do not have a corresponding Inform CAD schema element listed below, they should be presented and described to be included in the data conversion analysis. If the source data has values based on relational tables that provide the primary key values of a foreign key relationship (i.e., any lookup values tables used to populate incident record elements), the relational tables should also be provided.

If the source data provided comes from multiple sources, the data must be provided in a coordinated manner from all sources to support a single analysis and import of data. Attempting to perform a comprehensive analysis without samples of all source data would lead to inaccurate assumptions and problematic import/conversion process.

2.1   Incident Data

TriTech will perform process refinement and initial import from a sample set of incident data (typically one month or quarter of legacy data) to support client review of the results for process approval. Once imported, and the process approved, the imported sample incident data will be available for training and/or testing. Subsequent to the analysis of the sample and approval of the mapping plan, the bulk of the source data to be imported will need to be provided to be processed for the initial load. The "bulk" load typically occurs during Inform CAD production go-live preparations, after a purge of pre-production test data is performed. After production cutover to Inform CAD, and the legacy system is no longer managing incidents, a "close out" submission is processed and imported to complete the incident conversion process. If there is a substantial timeframe from the submission of the bulk source and the date of going live with Inform CAD, a "delta" import/conversion can be performed to minimize the post-go live data that needs to be processed.

2.1.1 Premise History Feature

Inform CAD provides a feature that searches previous incidents in CAD when a new incident is created. This "Premise History" feature is typically the main reasons data conversion of historical incident data is performed. The search criteria is based on matching the Address field (full street address), City, and the CAD agencies being viewed. The number of returns can be limited by configuration, and will be limited to incidents occurring within the previous two years. Additional matching criteria (Apartment, Postal Code and State) can be set, but will further limit the number of matches received. This feature does not apply to pre-scheduled calls.

2.2   Premise Data

Premise data import/conversion is a one-time event prior to going live on the Inform CAD system. The source data should be presented in-total to provide accurate analysis. Should the amount of source data make this prohibitive, a representative sample of the source data may be presented instead, but such an approach introduces risk. Subsequent to the analysis of the source data and approval of the mapping plan, the source data will be imported to the Production Inform CAD System database. After the source data is exported from the legacy system, any changes/additions to premise data will not be included in the premise data conversion, and updates must be accomplished by users via Inform CAD Premise Utility.

2.3   Caution Notes Data

Caution Note data import/conversion is a one-time event prior to going live on the Inform CAD system. The source data should be presented in total to provide accurate analysis. Should the amount of source data make this prohibitive, a representative sample of the source data may be presented instead, but such an approach introduces risk. Subsequent to the analysis of the source data and approval of the mapping plan, the source data will be imported to the Production Inform CAD System database. After the import is completed, additional Caution Note entries must be accomplished by users via Inform CAD Caution Note Utility.

3. Database Mapping Schemas for Import of Incident Records to Inform CAD

The following sections provide the supported incident record elements within the TriTech Inform CAD database table schemas. While the presented schema is comprehensive, it is not exhaustive. The purpose of providing this information is to present a listing of fields, data types involved with those fields, and the minimum required fields needed to create the records in Inform CAD. It is not recommended that the export from the legacy system attempt to convert into the TriTech Inform CAD schema, but rather keep the data as "unprocessed" as possible, and include any relational data if foreign keys exist. It is much easier for the TriTech process to filter data, excluding elements that are not needed, rather than limiting the process to select or manipulated source elements which limit what can be process and imported to Inform CAD. While the data exported from the legacy system does not need to be in the Inform CAD schema format, the schema elements presented below provide the constraints and limitations of the elements that will be involved in the conversion process.

3.1 General Incident Data

The following table provides the most common conversion target fields in the base record used for an incident.

<table>
<tr><th colspan="5">Incident Information – Response_Master_Incident Table</th></tr>
<tr><th>Field Name</th><th>Description</th><th>Data Type</th><th>Size</th><th>Req?</th></tr>
<tr><td>Master_Incident_Number</td><td>The formatted number by which the user can uniquely identify an incident.</td><td>varchar</td><td>20</td><td>**Yes**</td></tr>
<tr><td>Response_Date</td><td>The date and time of incident record creation. This element will be used in the "Premise History" feature to sort the matching incidents in reverse chronological order before limiting the number of records returned.</td><td>datetime</td><td></td><td>**Yes**</td></tr>
<tr><td>Problem</td><td>Incident problem/nature reference. To display on incident screens, this value should match a value defined in the "Description" field of the Problem table, as managed within the Problem (Incident Subtype) Utility for the appropriate agency.</td><td>varchar</td><td>30</td><td>**Yes**</td></tr>
<tr><td>Incident_Type</td><td>Incident type reference. For imported data, the incident type is typically derived by the lookup associated with the translated problem/nature in Inform CAD.</td><td>varchar</td><td>30</td><td>No</td></tr>
<tr><td>Priority_Description</td><td>Incident priority description reference. This value should match a value defined in the "Description" field within the Priority table, as managed by Priority Builder tool for the appropriate agency. This value should be matched to the associated problem number.</td><td>varchar</td><td>30</td><td>No</td></tr>
<tr><td>Priority_Number</td><td>Incident priority number. This value should match a value defined in the "Priority" field within the Priority table, as managed by Priority Builder tool for the appropriate agency.</td><td>int</td><td></td><td>No</td></tr>
</table>

Incident Information – Response_Master_Incident Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Address	Incident street address. (e.g., "1223 E Main St SW").	varchar	400	**Yes**
	This value is required for the Premise History feature While Inform CAD maintains this as a consolidated field of address components (i.e., street number, directional, street name, street type), when the legacy sourced is presented in parsed address components it can easily be combined in the conversion, yet allows more direct translations for things like street types.			
	Because a direct match of Address is required for Premise History hits, the conversion process will include translation of street type (e.g., "AV" vs. "AVE") and formatting of intersection addresses to match the Inform CAD configuration. Premise History searches will search intersections in the street order entered, as well as the reversed order (e.g., if "Broadway & Main", it will also search "Main & Broadway")			
Location_Name	Incident address common location name (premise name) (e.g., "Joe's Garage").	varchar	400	No
Apartment	Incident address - apartment.	varchar	10	No
Building	Incident address - building.	varchar	10	No
City	Incident address city. *** Must match the list of cities from the Streets database, or the City will not display on the Incident screen, and will not match new incidents in CAD (for Premise History matching).**	varchar	35	No*
County	Incident address county.	varchar	30	No
State	Incident address state.	varchar	5	No
Postal_Code	Incident address postal code. Some Inform CAD system configurations use this field for other purposes.	varchar	10	No
Cross_Street	The two closest cross streets to the incident address.	varchar	400	No
Agency_Type	Incident agency type reference. This value should match a value defined in the "Agency_Type" field of the AgencyTypes table. Typically, this value is derived from a translation or other means to match the setup in the Inform CAD system.	varchar	30	**Yes**
Jurisdiction	Incident address jurisdiction. This value should match a value defined in the "Name" field of the Jurisdiction table. Highest level of hierarchy under Agency. Typically derived by translation during conversion.	varchar	30	No
Division	Incident division reference. This value should match a value defined in the "DivName" field of the Division table. Highest level of hierarchy under Jurisdiction. Typically derived by translation during conversion.	varchar	30	No
Sector	The sector where the incident is located. This is dependent on whether sectors are enabled in the hierarchal structure. The Sector description is not stored with the incident records as many other elements, so translation is typically required. Relational link by ID to the Sector table by "SectorID" field. Can be determined by lookup division through the SectorDivision table.			No
Battalion	Incident battalion reference. This value should match a value defined in the "Name" field of the Battalion table. Lowest level of hierarchy, falling under Division. Typically derived by translation during conversion.	varchar	30	No

Incident Information – Response_Master_Incident Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Response_Area	Incident response area reference. This value should match a value defined in the "Name" field of the ResponseArea table.	varchar	30	No
Response_Plan	Incident response plan reference.	varchar	30	No
Map_Info	Typically a map page and/or grid reference associated with the incident address (map book lookup). A result of geo-validation when point-in-polygon lookup is configured on the system.	varchar	10	No
Latitude	Latitude in TriTech standard format (unsigned degree decimal format to 6 places without the decimal character (e.g., "33123456" represents +33.123456 degrees latitude).	varchar	10	No
Longitude	Longitude in TriTech standard format (unsigned degree decimal format to 6 places without the decimal character (e.g., "121123456" represents -121.123456 degrees longitude).	varchar	10	No
MachineName	The name of the workstation generating the incident.	varchar	30	No
Call_Back_Phone	Incident callback phone number. Must match one of the configured format masks configure in the system.	varchar	20	No
Call_Back_Phone_Ext	Incident callback phone number (extension).	varchar	9	No
Caller_Name	Incident caller name.	varchar	80	No
Caller_Location_Name	Incident caller address/location name.	varchar	400	No
Caller_Type	Incident caller type reference. Must match a "Description" value from the Caller_Types table or remain blank.	varchar	30	No
MethodOfCallRcvd	Incident duplicate caller method of call received reference. Must match a "Description" value from the MethodOfCallRcvd table or remain blank.	varchar	30	No
Call_Source	Incident call source.	varchar	30	No
Determinant	Incident ProQA determinant.	varchar	10	No
Call_Disposition	A separate, relational table records multiple dispositions per incident			No
Cancel_Reason	Incident cancellation reason reference.	varchar	30	No
Command_Channel	Incident command radio channel reference. Must match a "Description" value from the RadioChannels table or remain blank.	varchar	30	No
Primary_TAC_Channel	Incident primary radio TAC channel. Must match a "Description" value from the RadioChannels table or remain blank.	varchar	30	No
Alternate_TAC_Channel	Incident alternate tactical radio channel. Must match a "Description" value from the RadioChannels table or remain blank.	varchar	30	No

Incident Information – Response_Master_Incident Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Base_Response_Number	Incident base response number: response number of the first vehicle associated. Response numbers are optional and when used are assigned to each vehicle dispatched to an incident.	varchar	20	No
DispatchLevel	The dispatch level for this incident.	varchar	30	No
House_Number	Incident address house number. A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	10	No
House_Number_Suffix	Incident address house number suffix. A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	10	No
Prefix_Directional	Incident address prefix directional (e.g., "E."). A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	22	No
Name_Component	Incident address street name component. A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	150	No
Street_Type	Incident street type reference. A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	15	No
Post_Directional	Incident address post-directional (e.g., "SW"). A result of the geo-validation process. Not populated when an address is not geovalidated.	varchar	22	No
Time_CallEnteredQueue	Incident entered queue event date and time. Required for Premise History (can be same as Response_Date).	datetime		No
Time_CallTakingComplete	Incident calltaking complete event date and time.	datetime		No
CallTaking_Performed_By	Name of user performing incident entry.	varchar	80	No
Time_Incident_Under_Control	Incident under control event date and time.	datetime		No
Time_PhonePickUp	Incident phone pickup event date and time.	datetime		No
Time_FirstCallTakingKeystroke	Incident first calltaking keystroke event date and time.	datetime		No
Time_First_Unit_Assigned	Incident first unit assigned event date and time.	datetime		No
Time_First_Unit_Enroute	Incident first unit enroute event date and time.	datetime		No
TimeFirstStaged	Incident first unit staged event date and time.	datetime		No
StagedPerfBy	Name of user performing staged status change.	varchar	80	No
Time_First_Unit_Arrived	Incident first unit arrived at scene event date and time.	datetime		No
TimeFirstPTContact	Incident first unit patient contact event date and time.	datetime		No

Incident Information – Response_Master_Incident Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
PtContactPerfBy	Name of user performing patient contact status change.	varchar	80	No
TimeFirstCallCleared	Incident first unit call cleared event date and time.	datetime		No
CallClearedPerfBy	Name of user performing incident clear call.	varchar	80	No
Time_CallClosed	Incident call closed event date and time.	datetime		No
CallClosing_Performed_By	Name of user performing incident close call.	varchar	80	No
CallDisposition_Performed_By	Name of user entering call disposition.	varchar	80	No

3.2   Incident Comments

The following table provides the fields available for incident comment data. Incident comments are typically reserved for the remarks entered by the call takers, dispatchers and field units to include and share additional details regarding an incident. Incident comments can also be used in the import process to enter data that does not map otherwise, and warrants high visibility in the incident record display. (Incident comments, as opposed to activity log entries, are presented on the default view of an incident record, subject to the configuration preferences for the agency.)

Incident Comments – Response_Comments Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. While the incident record ID is created on import, the source data in the conversion must provide a method to maintain the link integrity.	int		**Yes**
Additional_Comment_Group_ID	Used when a comment record is a continuation from a previous comment record, this field provides the relational link to the first comment record in the group. More prevalently used when the Comment field was limited to 255 characters.	int		**Yes**
Comment	Incident comment text.	varchar	max	**Yes**
Date_Time	Incident comment entry date and time.	datetime		**Yes**
IsConfidential	"0" = may be shared across agencies (default); "1" = do not share.	bit		**Yes**
Performed_By	Name of user entering comment. If not available in the import source data, this can be defaulted to a value indicating the source was from legacy data.	varchar	80	**Yes**

3.3   Incident Activity Log

The following table provides the fields available for incident Activity Log data. The Activity Log is often used as an import target for information regarding an incident when there is not a clear mapping to other tables, or technical issues prevent the data being stored where it is commonly processed and stored within Inform CAD. It is common to use the Activity Log to import vehicle assignments and key status changes with regard to imported incident records, as well as pre-translation values of information that must match a pre-defined value list in Inform CAD in order to display properly (e.g., Problem/Nature, Disposition, etc.).

Activity Log – Activity_Log Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. While the Incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		Yes, for conversion
Activity	Summary text of activity taking place.	varchar	40	**Yes**
Comment	Additional comments for the activity.	varchar	max	No
Date_Time	The date and time of the activity.	datetime		**Yes**
Dispatcher_Init	Initials of the person who initiated the activity.	varchar	15	No
Location	The location name for the activity.	varchar	400	No
Radio_Name	The unit name associated with the activity.	varchar	20	No
Terminal	The computer terminal that initiated the activity.	varchar	30	No

3.4   Incident Case Numbers

The following table provides the fields available for incident case number data. Multiple case numbers may be assigned to an incident. Use of case numbers is optional. Case numbers are typically configured to automatically generate a case number for each jurisdiction from which a resource is assigned. If imported case number data must further associate to a unit, an Activity Log entry can be created in parallel to provide that association.

Case Numbers – CaseNumber Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
MasterIncidentID	Incident record table reference. While the Incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
CaseNumber	Case number of the selected case. The case number is created by the Number Setup Utility or can be assigned by the user.	varchar	20	**Yes**
Method	Method by which the case number is assigned to the incident. "1" = Request; "2" = External; "3" = Automatic Common practice for importing data is to default this value to a constant = "2" (external)	int		**Yes**
JurisdictionName	Incident address jurisdiction. This value should match a value defined in the "Name" field of the Jurisdictions table.	varchar	30	No

3.5   Incident Disposition

The following table provides the fields available for incident disposition data. Multiple dispositions may be recorded to an incident.

Incident Disposition – ResponseDisposition Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. While the Incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
Disposition	Incident disposition reference. This value should match a value defined in the "Description" field within the CallDisposition table. Typically a value translation for data conversion.	varchar	30	**Yes**
PerformedBy	Name of user entering a response disposition.	varchar	80	**Yes**
TimeSet	Date and time of disposition entry.	datetime		No
Response_Vehicles_Assigned_ID	Reference to a unit assignment record, when the disposition is linked to a unit on the call.	int		No

3.6   Vehicle/Unit Assignments

The following tables provide the common fields used for importing data regarding the assignment of vehicles as units to relate to incident records. Multiple vehicles/units may be assigned to an incident. When legacy data regarding vehicle/unit assignment and statusing on incidents is provided, but does not meet the relational requirements for the data mapping described below, it is common to include such data as incident comments or incident related Activity Log entries as alternative methods to include the data. Additional fields are available and are described in the System database Data Dictionary.

Vehicle Assignments – Response_Vehicles_Assigned table
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. This ID is a relational link that must reference an existing incident record "ID" in the "Response_Master_Incidents" table found in the "System" database. While the incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
Vehicle_ID	Vehicle record table reference. The "Vehicle" table is not imported data, but rather data entered as part of the CAD build-out process, and reflects physical vehicles that are brought on duty as units. If a match cannot be made through conversion, an "import" vehicle will be created and used for this purpose.	int		**Yes**
Radio_Name	The unit name (a.k.a., call sign) that the vehicle is known as when brought on-duty to be assigned to incidents. The unit name of a vehicle may change from shift to shift (the vehicle may be associated with different unit names, and/or the unit name may be used with different vehicles over sequential duty assignments).	varchar	20	**Yes**
Time_Assigned	Date/timestamp when the unit was assigned (dispatched) to the incident.	datetime		No
Time_Enroute	Date/timestamp when the unit responded (enroute) to the incident.	datetime		No
Time_Staged	Date/timestamp when the unit status changed to staged while on the incident.	datetime		No
Time_ArrivedAtScene	Date/timestamp when the unit arrived at the scene of the incident.	datetime		No
Time_Contact	Date/timestamp when the unit status changed to patient contact while on the incident.	datetime		No
Time_Delayed_Availability	Date/timestamp when the unit status changed to delayed available while on the incident.	datetime		No
Time_Call_Cleared	Date/timestamp when the unit cleared or was cancelled from the incident (changed status to available).	datetime		No
Cancel_Reason	This value should match a value defined in the "Description" field within the Cancel table as managed by the "Cancellation Reasons" pop-up list category within the Popup List Utility for the appropriate agency.	varchar	30	No
PrimaryVehicleFlag	Indicates whether the unit is designated the primary unit of the incident (1 = Primary Unit, 0 = not primary).	bit		**Yes**
Response_Number	Option references given to each unit assigned to an incident.	varchar	20	No

When a vehicle assignment results in a transport from the scene of the incident, a record is created to reference details of the transport. Each person being transported by a vehicle from the scene results in a separate transport record.

Vehicle Assignments – Response_Transports table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Master_Incident_ID	Incident record table reference. While the incident record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
Vehicle_Assigned_ID	Vehicle assignment record table reference. While the vehicle assignment record ID is created on import, the import data must provide a method to maintain the link integrity.	int		**Yes**
Location_Name	The common location name (premise name) of the destination of the transport.	varchar	400	**Yes** *
Address	The address of the destination of the transport.	varchar	400	**Yes** *
Apartment	The apartment number for address of the destination of the transport.	varchar	10	No
Building	The building for address of the destination of the transport.	varchar	10	**Yes**
City	The city for the address of the destination of the transport.	varchar	35	No
Phone	The phone number associated with the destination of the transport.	varchar	20	No
Postal_Code	The postal code for address of the destination of the transport.	varchar	10	No
State	The state abbreviation for the address of the destination of the transport.	varchar	5	No
Time_Depart_Scene	Date/time stamp when the unit left the scene of the incident to begin the transport.	datetime		**Yes**
Departure_Performed_By	Name of user initiating the transport status.	varchar	80	No
Time_Arrive_Destination	Date/time stamp when the unit reached the destination of the transport.	datetime		**Yes**
ArrivedAtDest_Performed_By	Name of user initiating the At Destination status.	varchar	80	No
Transport_Mode	The Transport Priority assigned at time of transport. A default value may be used for conversion.	varchar	30	**Yes**
Transport_Protocol	The Transport Protocol assigned at time of transport. A default value may be used for conversion.	varchar	30	**Yes**

* Either Location_Name or Address is required.

4. Database Mapping Schemas for Import of Premise Records to Inform CAD

The following sections provide the supported Premise (common name location) record elements within the TriTech Inform CAD database table schemas. The purpose of providing this information is to present a listing of fields, data types involved with those fields, and the minimum required fields needed to create the records in Inform CAD. It is not recommended that the export from the legacy system attempt to convert into the TriTech Inform CAD schema, but rather keep the data as "unprocessed" as possible, and include any relational data if foreign keys exist. It is much easier for the TriTech process to filter data, excluding elements that are not needed, rather than limiting the process to select or manipulated source elements which limit what can be process and imported to Inform CAD. While the data exported from the legacy system does not need to be in the Inform CAD schema format, the schema elements presented below provide the constraints and limitations of the elements that will be involved in the conversion process. Premise records in Inform CAD have little value if they are not geo-validated (Street_ID from Inform CAD Streets database – street segment or point address), or a latitude/longitude position.

4.1 General Premise Data

The following table provides the fields available for basic Premise record data.

Basic Premise Information – Locations Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
ExternalKey	A field to link the record to a unique identifier of the external source used for the import.	varchar	36	No
Code	A unique premise identifier across all agencies of the Inform CAD system. When the legacy data source has no such equivalent, a scheme to develop code values must be determined.	varchar	10	**Yes**
Name	A unique premise name across all agencies of the Inform CAD system. When the legacy data source has duplicate names (e.g., chain stores), a scheme to develop unique name values must be determined. A common practice in such cases is to append the name to include the code (e.g., "Acme Market (345)").	varchar	400	**Yes**
LocationType_ID	The type or category of premise. This value should match the ID field of a record in the LocationTypes table of the System database as managed by the Location Types Utility. When the legacy data source as no such equivalent, a default value may be used for all premise records being imported.	int		**Yes**
StreetID	The geo-validation process determines StreetID. This value should match the "ID" field of the record in the Streets table of the Streets database representing the street segment where the address exists. TriTech will initiate an automatic process for geo-validation, but client involvement to manually resolve conflicts, will be required.	int		**Yes**

Basic Premise Information – Locations Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Address	Premise street address. (e.g., "1223 E Main St SW"). This value is required for geo-validation process. While Inform CAD maintains this as a consolidated field of address components (i.e., street number, directional, street name, street type), when the legacy sourced is presented in parsed address components it can easily be combined in the conversion, yet allows more direct translations for things like street types. The geo-validation process matches addresses against the Inform CAD Streets database entries. To optimize "hits" during the automated geo-validation phase, the conversion process will include translation of street type (e.g., "AV" vs. "AVE") and formatting of intersection addresses to match the Inform CAD configuration.	varchar	400	**Yes**
StreetNumber	The parse street number/house number component of the address.	int		**Yes**
Apt	Specific apartment number to identify the location.	varchar	10	No
Bldg	Specific building identifier to identify the location.	varchar	10	No
City	City of the premise address. Providing City that matches a record in the Cities table of the Streets database will provide additional discrimination in the geo-validation process.	varchar	35	No
County	County of the premise address. The value must match an entry in the Counties table of the Streets database to allow storing as a relational foreign key in the Locations record.	varchar	30	No
State	State of the premise address.	varchar	5	No
Zip	Postal code of the premise address.	varchar	10	No
Latitude	Derived from geo-validation process, and is based on the resolved street segment. Stored in TriTech format.	int		No
Longitude	Derived from geo-validation process, and is based on the resolved street segment. Stored in TriTech format.	int		No
Phone	A general phone number reference for the premise.	varchar	20	No
ParentLocationID	When the premise is a sub-location of an existing premise record. A relational link in between the premise and its parent must exist in the source data to populate this field during import.	int		No
PrePlan_Reference	A field to provide reference information related to the premise (for display only - provides no relational link in the Inform CAD system). When documents are staged on Mobile, Mobile can be setup to use this a link to open those documents (one per premise) as long a extension affiliation is setup and a reader is installed on the Mobile Client host (e.g., .pdf and Adobe Reader).	varchar	10	No
Alarm_ContactName	An available free-text alarm characteristic of the premise record labeled as Contact Name in the Alarm tab of the Premise Utility display.	varchar	30	No

Basic Premise Information – Locations Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Alarm_ContactPhone1	An available free-text alarm characteristic of the premise record labeled as Contact Phone 1 in the Alarm tab of the Premise Utility display.	varchar	20	No
Alarm_ContactPhone2	An available free-text alarm characteristic of the premise record labeled as Contact Phone 2 in the Alarm tab of the Premise Utility display.	varchar	20	No
Alarm_ContactInfo	An available free-text alarm characteristic of the premise record labeled as contact information (Instructions) in the Alarm tab of the Premise Utility display.	varchar	255	No
Alarm_Permit	An available free-text alarm characteristic of the premise record labeled as Permit in the Alarm tab of the Premise Utility display.	varchar	15	No
AlarmType_ID	The type or category of alarm. This value should match the ID field of a record in the AlarmTypes table of the System database as managed by the Popup List Utility. When the legacy data source as no such equivalent, a default value may be used for all premise records being imported, or it may remain empty (NULL).	int		No
Alarm_Status	An available characteristic of the premise record represented by a check box labeled as Alarm Status (Enabled) in the Alarm tab of the Premise Utility display.	tinyint		No
Bill_Code	A field to provide reference information related to the premise.	varchar	5	No

4.2   Premise Alias

The following table provides the fields available for creating alias references to a Premise record. The data is relational and the number of alias records per Premise is not limited.

Basic Premise Information – PremiseAlias Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
LocationID	Premise record reference. This ID is a relational link that must reference a valid premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process, as long as the source data adequately identifies the source premise record to apply the alias.	int		**Yes**
Name	The alias value to be assigned to the premise.	varchar	400	**Yes**

4.3   Premise Comments

The following table provides the fields available for comments associated with a Premise record. The data is relational and the number of comment records per Premise is not limited.

Basic Premise Information – Util_Comments Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
ReferenceID	Premise record reference. This ID is a relational link that must reference a valid Premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process.	int		**Yes**
Comment	The text to be included as the comment.	varchar	max	**Yes**
AddToResponse	Flag to include the comment in incidents where the premise record is the address/location of the incident.	bit		**Yes**
Date_Time	The date and time the comment entry was created. Typically entered as current date and time when created by the import process, when the source data does not include this information.	datetime		**Yes**
Initial	A reference to the source of the comment entry. Typically the Initials of the CAD user creating the comment entry. Can be defaulted to the value of "Import" when not available in the source data.	varchar	15	**Yes**

4.4   Premise Contact Data

The following table provides the fields available for contacts associated with a Premise record. The data is relational and the number of contact records per Premise is not limited. The information displays within the Personnel tab of the Premise Utility view of the record.

Premise Information – LocationPersonnel Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Location_ID	Premise record reference. This ID is a relational link that must reference a valid premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process.	int		**Yes**
Name	Name of the premise contact.	varchar	30	**Yes**
Position	An optional characteristic of the Premise Contact, labeled as Position on the Personnel tab of the Premise Utility display.	varchar	30	No
Location	An optional characteristic of the premise contact, labeled as Location on the Personnel tab of the Premise Utility display.	varchar	400	No
Phone	An optional characteristic of the Premise Contact, labeled as Phone on the Personnel tab of the Premise Utility display.	varchar	20	No
ShowNote	An optional characteristic of the Premise Contact, labeled as Comments on the display of the individual record opened from the Personnel tab of the Premise Utility display.	varchar	255	No

4.5 Premise Hazardous Materials Data

The following table provides the fields available for hazmat associated with a Premise record. The data is relational and the number of hazmat records per Premise is not limited.

Premise Information – Location_Hazmat_Info Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
Locations_ID	Premise record reference. This ID is a relational link that must reference a valid premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process.	int		**Yes**
Chemical_Name	The name of the chemical to be entered, labeled as "Chemical Name" on the Haz. Mat. tab of the Premise Utility display.	varchar	50	**Yes**
Chemical_ID	A numerical reference (non-relational) to the chemical, labeled as "ID #" on the Haz. Mat. tab of the Premise Utility display.	int		No
Chemical_Guide	A numerical reference (non-relational) to the chemical, labeled as "Guide #" on the Haz. Mat. tab of the Premise Utility display.	smallint		No
Notify_Distance	The distance that people should be kept away from the hazardous material in the event of a fire, or other disaster, to prevent people from being harmed.	float		No
Quantity	A value and description (e.g., "5 gallons") of the quantity of the chemical, labeled as "Quantity" on the Haz. Mat. tab of the Premise Utility display.	varchar	30	No
StorageLocation	A description of the location of the chemical, labeled as "Storage Location" on the Haz. Mat. tab of the Premise Utility display.	varchar	255	No

4.6 Premise Alarm Zone Data

The following table provides the fields available for contacts associated with Premise Alarm Zone Information. The data is relational and the number of alarm zone records per Premise is not limited.

Premise Information – Location_AlarmZones Table				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
LocationID	Premise record reference. This ID is a relational link that must reference a valid premise record "ID" in the "Locations" table found in the "System" database. This relationship is maintained in the data conversion process.	int		**Yes**
Code	A reference, unique to a particular premise, used to identify the alarm zone. (e.g., can create a "SPRKL" alarm zone entry for each premise record, so they all have it in common)	varchar	5	**Yes**
Description	A user-friendly term/title/description to identify the alarm zone record.	varchar	30	No
Note	Additional information concerning the alarm zone record.	varchar	255	No

5. Database Mapping Schemas for Import of Caution Notes Records to Inform CAD

The following sections provide the supported Caution Note record database field mapping for the TriTech Inform CAD database table schemas. Import of Caution Notes is limited to entries that can be associated with a Premise record. If Caution Notes are to be based on address information, the address information must be used to create a Premise record first to accommodate geo-validation. Caution Notes not tied to a Premise or a geo-validated address (Street_ID from the CAD Streets database - street segment or point address), the record has no value.

5.1   Caution Notes Data

The following tables provide the fields relevant to stored Caution Note record data.

Caution Note Information – Caution_Notes & CautionNotes_Link Tables				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
CautionNoteExternalKey	A field to link the record to an external source used for the import.	varchar	50	No
CautionNoteExternalSource	Identify external source as the link to the external key.	varchar	50	No
Caution_Notes	The text presented to the user as the caution note.	varchar	255	**Yes**
CautionNoteCategoryID	CautionNoteCategory table reference. The "CautionNoteCategory" table is managed by the "Caution Note Categories" pop-up list category within the Popup List Utility for the appropriate agency. It is common to add a "Caution Note Category" entry that indicates the source was import from external system (e.g., "Imported"), and use it as a default value in the import process.	int		**Yes**
CautionNotePriorityID	CautionNotePriority table reference. The CautionNotePriority table cannot be managed by a user, and has the following fixed entries: 	**CautionNotePriorityID**	**Description**	 	1	High	 	2	Medium	 	3	Low		int		**Yes**
CautionNoteSourceID	CautionNoteSource table reference. The "CautionNotePriority" table is managed by the "Caution Note Sources" pop-up list category within the Popup List Utility for the appropriate agency. It is common to add a "Caution Note Sources" entry that indicates the source was import from external system (e.g., "Imported"), and use a constant in the import to reference that entry.	int		**Yes**
Street Address	This is not a field in the TriTech schema, but it is required information to link the caution note to a StreetID. A Caution Note only has value in CAD when it is tied to a Premise or Address (point address, block range, or intersection).			**Yes**

Caution Note Information – Caution_Notes & CautionNotes_Link Tables				
Field Name	**Description**	**Data Type**	**Size**	**Req?**
City	This is not a field in the TriTech schema, but it is required information to link the caution note to a StreetID.			**Yes**
Low_Block_Range	The street number (a.k.a., 'house number') component of the address. For caution notes that apply to a block range address, this is the starting street number for the block address.	int		No
High_Block_Range	The street number (a.k.a., 'house number') component of the address. For caution notes that apply to a block range address, this is the ending street number for the block address.	int		No
Apartment	Additional information to discriminate the caution note at an address.	varchar	10	No
Building	Additional information to discriminate the caution note at an address.	varchar	10	No
Street_ID	Links the caution note to an address.	int		**Yes***
PremiseID	Links the caution note to a premise record. If importing premises, the premise import must be coordinate with the caution note import in order to link caution notes to premises.	int		**Yes***
AgencyID	Incident agency type reference. Each agency to which a caution note applies has a separate Caution_Notes record and CautionNotes_Link record for reference.	int		**Yes**
EnterDate	Date/time stamp of record creation. An import option is to set as current time during the conversion process.	datetime		**Yes**
Start_Date	Date of when caution note becomes valid. An import option is to set same as EnterDate.	datetime		**Yes**
End_Date	Date/time stamp of when caution note is no longer valid. A data value of '0' (date = '1900-01-01') represents no expiration. An import option is to set all imported caution notes to not expire.	datetime		**Yes**
AddToComments	Specifies whether the caution note should create an incident comment when relevant to the location of the incident. (default = no)	bit		**Yes**
Initials	Initials of person or entity creating the caution note.	varchar		No
Latitude	Latitude coordinate of the geographic position for the caution note. TriTech format.	int		No
Longitude	Longitude coordinate of the geographic position for the caution note. TriTech format.	int		No

* To be a useful caution note, a reference to either a premise record, or to a geo-verified address (point, block range, or intersection) is required.

End of Document